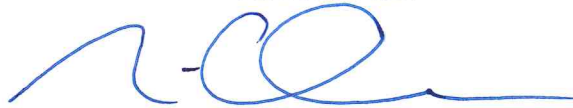


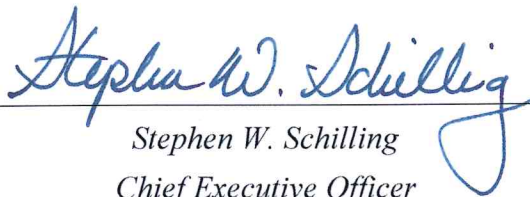
EMPLOYEE HANDBOOK

Effective Date: January 18, 2016

APPROVED:

A handwritten signature in blue ink, appearing to read 'M. Clark', written over a horizontal line.

*Matthew C. Clark
Board President*

A handwritten signature in blue ink, appearing to read 'Stephen W. Schilling', written over a horizontal line.

*Stephen W. Schilling
Chief Executive Officer*

CHIEF EXECUTIVE OFFICER'S LETTER TO ALL EMPLOYEES

I would like to take this opportunity to welcome you to Clinica Sierra Vista.

The following policies have been adopted by the Board of Directors of Clinica Sierra Vista.

The policies contained in this handbook are set forth to maintain an organizational framework in which the mission and goals of the organization are met and the needs and the interests of the employees are addressed.

This manual is not to be considered as an employment contract, but has been prepared as a reference guide and at the discretion of the Board of Directors and the Chief Executive Officer, and can be modified for any reason at any time. In an effort to keep our operations current with changes in the dynamic field in which we operate, when the need for a new or revised policy presents itself, this handbook will be modified as needed at any time.

As an employee of Clinica Sierra Vista, you are required to read and become familiar with the contents of this handbook. If you have any questions, please contact the Human Resources Department.

We hope that your association with Clinica Sierra Vista will be a rewarding and satisfying experience.



Stephen W. Schilling
Chief Executive Officer

01-18-2016

Effective Date of Employee Handbook

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EMPLOYEE HANDBOOK EFFECTIVE DATE – REVISIONS EFFECTIVE

Policy:

It is the policy of Clinica Sierra Vista to maintain an up-to-date Employee Handbook. This Employee Handbook dated November 16, 2015, supersedes all other personnel and/or employee manuals and/or handbooks and serves as the most up-to-date reference guide that should be referred to and used for clarification on employer policies, benefits, leaves of absence and general policies. This Employee Handbook was adopted by the Board of Directors on November 16, 2015.

CODE OF EMPLOYER-EMPLOYEE RELATIONS*Policy:*

It is the policy of Clinica Sierra Vista to announce to all employees the fundamental principles, mutual rights, and obligations comprising the relationship of employment between Clinica Sierra Vista and its personnel.

Comment:

(1) In its continuing effort to implement fair and effective personnel policies and practices, Clinica Sierra Vista pledges:

- (a) To employ people on the basis of their qualifications and with assurance of equal opportunity and treatment regardless of gender, gender identity, sexual orientation, race, color, religious creed, marital status, denial of family and medical care leave, ancestry, national origin, medical condition/history (cancer/genetic characteristics), age (40 and above), disability (mental and physical) including HIV and AIDS or denial of Pregnancy Disability Leave or reasonable accommodation.
- (b) To provide salaries and employee benefits which bear a fair and reasonable relationship to the work performed.
- (c) To establish reasonable hours of work.
- (d) To maintain safe and healthful working conditions.
- (e) To place employees in the kind of work best suited to their abilities.
- (f) To provide systematic training for those whose needs and capabilities warrant such training.
- (g) To welcome constructive suggestions which relate to methods, procedures, working conditions and the nature of the work performed.
- (h) To establish procedures for employees to discuss freely any matter of interest or concern with their immediate supervisors or department heads.
- (i) To permit each employee as much discretion and responsibility as is consistent with a well-coordinated and effective operation.
- (j) To eliminate political, nepotistic, personal, and other biased criteria in the selection, recruitment, promotion, and separation of staff.
- (k) To offer maximum development opportunities to our employees.

(2) Clinica Sierra Vista expects all employees to:

- (a) give a productive day's work to the best of their abilities and skills.
- (b) arrive at their departments and begin work on time.
- (c) demonstrate a considerate, friendly, and constructive attitude toward fellow employees.
- (d) adhere to the policies adopted by Clinica Sierra Vista.

(3) Clinica Sierra Vista retains the right to exercise managerial functions including the right to:

- (a) dismiss, assign, supervise, and discipline employees.
- (b) determine and change starting times, quitting times, and shifts.
- (c) transfer employees within departments or into other departments and other classifications or into other sites.
- (d) determine and change the size of and qualifications of the work force.
- (e) establish, change, and abolish its policies, practices, rules, and regulations.
- (f) determine and change methods by which its operations are to be carried out.
- (g) assign duties to employees in accordance with Clinica Sierra Vista's needs and requirements, and to carry out all ordinary administrative functions.

FUNCTIONS OF THIS MANUAL

Policy:

Clinica Sierra Vista has prepared this employee handbook to provide employees an overview of the organization's policies, procedures, benefits, and rules. It is intended to familiarize employees with important information about Clinica Sierra Vista, as well as information regarding the privileges and responsibilities of employees. The Employee Handbook is designed as a communication tool for managers and supervisors, offering a standardized approach for the administration of personnel policies. It is intended to reduce the difficulties which might arise from unwritten practices, inconsistent policy, or lack of proper communication.

Comment:

1. The Chief of Human Resources shall be responsible for custody and distribution of copies of the Employee Handbook.
2. The manual is the property of Clinica Sierra Vista. Upon termination of employment, each employee shall return the manual to the Chief of Human Resources for reassignment.
3. As used in the handbook:
 - (a) The words "shall" or "will" are to be construed as mandatory and the word "may" as permissive.
 - (b) "Supervisor" refers to an individual with the authority to assign, direct, and review the work of one or more subordinates.
 - (c) "Immediate family" means the employee's father, mother, step parent, legal guardian, spouse (including registered domestic partner), brother or sister (including step or half), son or daughter (including step or adopted), brother and sister-in-law, mother and father-in-law, son and daughter-in-law, grandparents (including spouses), grandchildren, and persons for which the employee has durable power of attorney.
 - (d) "All employees" refer to non-contractual and contractual employees, insofar, as it does not conflict with provisions specified in written contracts, at which time the written contract will supersede this handbook.

4. Clinica Sierra Vista's Board of Directors confers upon the Chief Executive Officer the authority to implement procedures designed to carry out the spirit and letter of this manual and policies it contains as authorized by the Board.
5. The policies contained in this manual are subject to change at the discretion of the Board of Directors and all changes will apply to current as well as to future employees. The contents of this manual are presented as guidelines for employees and are not intended as a contractual commitment.

HISTORY AND MISSION OF CLINICA SIERRA VISTA

Mission Statement

It shall be the Mission of Clinica Sierra Vista to provide high quality and comprehensive primary and prevention health care services at the most efficient cost to the underserved populations of Kern, Fresno and Inyo Counties regardless of ability to pay and to seek necessary resources to meet the growing health care demands while maintaining the corporation's financial integrity. We strongly believe in everyone's right to quality health care; therefore, no one is denied services based on race, religion, ethnicity, sex, age, disability, or economic status.

GOALS OF CLINICA SIERRA VISTA

- To provide quality, comprehensive primary care promptly and courteously, to our medically underserved populations, including the migrant and seasonal farmworkers.
- To assure that no patient is ever refused necessary health care services by reason of his or her ability to pay.
- To promote the well-being of the patients we serve.
- To provide efficient and effective management in the achievement of our goals.
- To operate under strict budgetary controls.
- To foster employer-employee relations by providing leadership that inspires innovation, productivity, and teamwork.
- To maintain our unique character as a non-profit corporation governed by a majority of health consumers.

Clinica Sierra Vista is a non-profit organization receiving federal funds from Section 330 Community Health, Migrant Health, Homeless Health Care, Ryan White of the Public Health Services Act. Clinica Sierra Vista was created out of the unmet health care needs of migrant and seasonal farmworkers, and uninsured.

In 1971, Clinica de los Campesinos, a non-profit corporation based in Lamont, began providing services to the area's population. Our first clinic was housed in a trailer, situated in the park.

In 1972, the program was moved to a storefront building in Weedpatch, and in 1975, a

permanent facility was constructed and the organization's name changed to Clinica Sierra Vista, Inc. The years from 1973 to 1977 proved to be a dramatic growth period in which the service area of Clinica Sierra Vista (Lamont/Arvin) was designated as a Health Professional Shortage Area (HPSA), allowing the area to be eligible for physician staffing from the National Health Service Corp (NHSC); two education/preventive programs – the Women, Infants and Children (WIC) and the Maternal Child Outreach Program (MCOP) – were brought on board; a computer system to handle accounting processes and data gathering was implemented; and a special grant to initiate dental services was received. A dental facility was completed and services began in 1977.

The first satellite health center opened in 1978 and was named the Frazier Mountain Community Health Center, providing full-time medical care to the isolated, rural communities of Frazier Park and Lebec. This particular area is unique in that it is a clinic for the entire service area; there are no hospitals or other providers in the immediate vicinity. The physician practicing at this satellite is truly the “hometown doc.” A significant expansion in 1991 culminated in the addition of a mid-level practitioner. In June of 2005, this practice was moved to a brand new 7,000 square foot facility in Lebec.

The second satellite, the Kern River Health Center, opened in 1982. Originally located in the Kernville area and operating out of two modular buildings, the growth in patient population and services created the need for a larger, more modern facility. In 1989, the health center moved its operation into a new, \$1.2 million, 7,000-square foot facility located in Wofford Heights. The facility accommodates additional exam rooms, laboratory, x-ray, and a large conference room available for use to community groups.

The third satellite health center, East Bakersfield Community Health Center (formerly known as Baker Street Clinic), located in southeast, urban Bakersfield, opened in 1984. In 1995, we built and moved into a 16,000 square-foot facility on Lakeview Avenue, which has been renamed Dr. Martin Luther King Jr. Boulevard. The land for this facility was given to us by the city of Bakersfield. We kept the old location and operate our Homeless Health Care Services Program from that site. In 2012, we expanded the services of the Homeless Health location to a full time primary care site and changed the location's name to Old Town Kern Community Health Center. In 2001, we leased an additional section of the old Baker Street Clinic and

opened a small dental practice, the East Bakersfield Dental Center. In 2011, this dental practice was moved to a brand new 4,000 square foot facility on E. California Avenue.

Our fourth site is the Death Valley Health Center, located in Shoshone, Inyo County, California. In 1985, we were contacted by the Death Valley Health Center, which had recently separated from its sponsoring organization, and at that time we officially became their grantee and operator. This rural, 'frontier' site serves a vast area encompassing Death Valley National Monument and South Eastern Inyo County, with patients traveling one hundred miles to receive medical care at Death Valley Health Center. The clinic moved into a remodeled facility in 1992.

The McFarland Community Health Center became our fifth satellite health center, beginning services in 1988. With increased media focus on the "cancer clusters" in McFarland, a side-effect was the illumination of the lack of accessible health care services to the community area. As a result of this attention, we were approached by the community and the State of California to provide primary medical services. The McFarland Community Health Center was granted "intermittent" status, permitting the facility to be opened one day per week, after securing public/corporate donations and State funding. In 1989, the center's operating hours expanded to three days per week, in order to accommodate the demands, from the community, for primary care services. In 1992, the center began to provide services forty-eight hours per week. In 1996, the health center moved to a remodeled building on Kern Avenue, in McFarland.

In 1994, Clinica Sierra Vista saw a great deal of activity. Two health centers were merged into our organization from Community Health Centers of Kern County (CHCKC). We named one of these centers the California Avenue Community Health Center and the other, Delano Community Health Center. With the merger between Clinica Sierra Vista and CHCKC, we also took on the Adolescent Family Life Program. This program, now known as Adolescent Family Services (AFS), provides services to the county's pregnant and parenting teens. The Delano Community Health Center was initially a small house located in West Delano. In 1995, we moved to a larger, remodeled facility across from the hospital. In 2000, we completed extensive remodeling of the California Avenue Community Health Center. In 2007, this site was moved to a new 8,000 square foot facility and renamed the Central Bakersfield Community Health Center.

Later in 2000, Clinica Sierra Vista opened the 34th Street Community Health Center. This

health center's focus was originally on the HIV/AIDS population, providing specialized infectious disease and primary care services. In 1996, the practice changed to include other primary care patients, as well as the HIV/AIDS patients. In 1998, we moved the 34th Street Community Health Center to another nearby facility on Q Street. In 2012, we moved the 34th Street Community Health Center to a 17,000 square foot building in Physician Plaza to accommodate the growth of the practice. The Kern Lifeline Project operates from this health center, providing case management services, individual and small group behavioral health counseling, advocacy and emergency assistance to people with HIV/AIDS and their families.

In 1995, Clinica Sierra Vista began staying open for longer hours at some of our health centers, going to ten-hour days, as well as Saturday hours, to provide more access to our patients.

In 1996, we purchased a forty-foot mobile van, which is used for our Mobile Health Services Program. This van travels to schools, homeless shelters, farm labor camps and other locations, providing health care services.

In 1998, Clinica Sierra Vista took over a practice in Arvin and opened our Arvin Community Health Center. This center was located in the center of the City of Arvin and provided primary medical care services to patients in that area. In 2006, this practice was relocated to a new 8,000 sq. ft. facility. In 2010, the Arvin Dental Center was opened in a newly constructed facility on the campus with the Arvin Community Health Center.

In September of 1998, Clinica Sierra Vista had our first Joint Commission survey. In 2002, 2005, 2008, and 2011 Clinica Sierra Vista was reaccredited. This accreditation is important to us in that it is an indicator that we offer the highest quality care to our patients, according to national ambulatory care and behavioral health standards.

In 2000, we took over a practice in Lake Isabella, the Kern Valley Medical Center. This is Clinica Sierra Vista's second site in the Lake Isabella area. Additionally, in 2000, we received a grant from Delta Dental and purchased a mobile dental van, much like our mobile health care services van. "The Smile Mobile" provides services at some of our health centers, as well as other sites around the County, including schools.

In 2001, Clinica Sierra Vista was approached and asked to take over operations at a County urgent care facility, located in south Bakersfield. The County of Kern had previously completed \$400,000 in improvements to the premises. In the fall of 2002, Clinica Sierra Vista opened this

facility as the South Bakersfield Community Health Center, providing primary health care services to the population of urban south Bakersfield.

In July of 2004, Clinica Sierra Vista opened North of the River Community Health Center. The West Delano Dental Center was opened in 2007, to help meet the dental needs of this community.

On October 15, 2008, CSV acquired 8 community health centers in Fresno, formerly owned and operated by Sequoia Community Health Foundation, due to Sequoia's Federal Bankruptcy proceedings. Comprehensive services in Fresno include primary medical, dental, behavioral health, Homeless Healthcare, Comprehensive Perinatal Services Program (CPSP), Enrollment Assistance, Cancer Detection Program, and health education. The health centers, Divisadero Community Health Center, Easton Community Health Center, Elm Community Health Center, Elm Children's Community Health Center, Garland Community Health Center, Orange and Butler Community Health Center, Regional Medical Community Health Center, and West Fresno Community Health Center serve over 45,000 people each year.

In March of 2011, the Elm Dental Center construction was completed and the practice opened for services. In 2013, the Elm practices were relocated into 2 brand new 10,000 sq ft. facilities on the campus of the former center and the Elm Dental Center.

In January of 2012, CSV acquired the Family Health Center location in metropolitan Bakersfield.

In July of 2013 Clinica Sierra Vista's first four family practice residents joined the Sierra Vista Family Medicine Residency Program (SVFMRP). The residency is housed at the Regional Medical Community Health Center in Fresno and residents do rotations all throughout the Fresno community. On August 19, 2013 the Greenfield Community Health Center opened it's doors for the first time servicing the growing populations in the Greenfield and South Bakersfield areas. In July of 2014 Clinica Sierra Vista opened its second family practice residency program and welcomed a six member resident class to the Rio Bravo Family Medicine Residency Program RBFMRP. The new Kern residency program operates out of the East Niles Community Health Center location which opened on Feb 2, 2015.

In November of 2015, CSV will open another health center in Bakersfield called the Baker Street Village Community Health Center. Clinica Sierra Vista has partnered with the Housing Authority of the County of Kern to create a public housing primary care program located inside of the public housing development, the Baker Street Village.

Clinica Sierra Vista operates a vast array of programs and services, in addition to comprehensive primary care and dental services, to meet the growing needs of our patients.

Laboratory, x-ray and pharmacy services are also available to our patients. Clinica Sierra Vista also operates a specialized Homeless Health Care facility, providing medical, dental, respite care and case management to the countywide homeless population.

Clinica Sierra Vista offers comprehensive behavioral health services to our patients, both adults and children. Services include individual, family and group counseling, case management, psychiatric evaluation and substance abuse prevention services.

Clinica Sierra Vista's Women, Infants and Children (WIC) Program operates thirty WIC locations throughout Kern and Fresno Counties. WIC provides nutrition education, breast feeding support and food vouchers for specific healthful foods for pregnant and postpartum women, infants and children up to five years of age.

Clinica Sierra Vista operates a variety of clinical support programs including the Patient Navigator Program. This program provides education and case management services to patients with chronic health conditions, such as diabetes as well as cancer screening and detection services for breast and cervical cancer. The Maternal Child Outreach Program (MCOP) provides case management, prenatal care and support, childbirth education and home and hospital visits. The Medically Vulnerable Infants Program (MVIP) offers case management and home visitation for eligible babies released from the Neonatal Intensive Care Unit.

Clinica Sierra Vista also provides health promotion and outreach programs, including the Black Infant Health Program, which is a community-based effort to reduce infant mortality by serving at-risk pregnant and parenting African-American women and assuring that they have access to maternal and child health services. Family Support Programs are neighborhood-based services utilizing case management, home visitation and multidisciplinary team conferences, located in family resource centers in Lamont, Ridgecrest and Southeast Bakersfield. The Adolescent Family Services (AFS) program provides case management and supportive services for pregnant and parenting teens and their families. Health Education Outreach Programs, consisting of Family Life Education and Information and Education, provide education in community and school settings for 13-18 year olds.

Clinica Sierra Vista has shown enormous growth since its inception in 1971, and as we look to the future, we strive to remain innovative and creative in our delivery of services and diversity of programs to meet the needs and demands of our patients. Two thousand

sixteen (2016) marks our 45th year of service to our community. Clinica Sierra Vista operates over 38 locations including, 29 community health centers, 6 dental centers, 6 behavioral health centers, 2 mobile units, and numerous other programs in various locations. Clinica Sierra Vista employees over 1100 people, with an annual budget of \$100 million.

OPEN DOOR POLICY

Policy:

Clinica Sierra Vista is committed to providing employees with an “Open Door Policy,” to encourage communication with employees and assist in alleviating misunderstandings or uncomfortable situations in the work environment.

Comments:

This policy allows employees to speak to someone other than his or her immediate supervisor as needed. Employees are encouraged to speak to their immediate supervisor first and follow the chain of command. However, the organization understands that, at times, a situation may arise where there may be a need of an employee to speak to someone other than their direct supervisor. Should that type of situation arise, employees may speak with another member of the organization’s management team (preferably their supervisor’s direct supervisor) or the Chief of Human Resources to assist them in the resolution of a situation.

Employees may also submit a “Direct Connect” directly to the management team or directly to the CEO.

STATEMENT OF AT-WILL EMPLOYMENT STATUS

Policy:

Clinica Sierra Vista does not promise or guarantee a minimum length of employment, and employment at the organization is at-will.

Comment:

Employment-at-will may be terminated with or without cause, with or without notice, at the option of either the organization or the employee. Accordingly, either the employee or the organization can terminate the employment relationship at will, at any time. The organization is an “at-will” employer.

INTRODUCTORY PERIOD

Policy:

It is the policy of Clinica Sierra Vista that all new employees and all current employees transferred or promoted to a new position shall be required to complete an introductory period of ninety (90) days. Certain positions may require a minimum introductory period of up to six (6) months due to training/competency requirements. Upon successful completion of the introductory period, the employee will be given regular status. Since the organization is an at-will employer, the employment relationship can be terminated by the employee or the employer at any time during or after the introductory period with or without cause.

The introductory period is established to provide employees with the opportunity to become familiar with their position and determine whether the position meets their expectations; allow Clinica Sierra Vista to confirm whether the employee can demonstrate the skills, knowledge, attitude, work habits and overall performance level necessary to be successful in the position; conduct orientation and training as required; communicate Clinica Sierra Vista's values and performance expectations; and provide an opportunity for the employee to review and commit to these values and expectations.

Comment:

- (1) During the introductory period, the employee's job performance will be carefully observed by the supervisor. Weaknesses in performance or attitude shall be brought to the employee's attention in a manner appropriate for understanding and self correction.
- (2) After the ninety (90) day introductory period, the supervisor shall prepare a written evaluation of the employee's job performance. The evaluation shall include a recommendation granting regular status, denying continued employment, or extending the introductory period.
- (3) An employee whose job performance is deemed by their supervisor to be unsatisfactory after reasonable efforts have been made to improve their performance may be terminated at any time with the concurrence of the Chief Executive Officer.
- (4) An employee will be granted regular status only after the period of introduction has been satisfactorily completed.
- (5) Current employees who receive a change in job classification due to promotions or requested transfers will be placed on an introductory period of ninety (90) days and will be

subject to all applicable provisions of this policy.

(6) Former employees who are rehired by Clinica Sierra Vista must complete a new introductory period, with the exception of employees who are displaced due to a reduction in force and subsequently rehired within one (1) year.

(7) Under certain circumstances, an employee may have his/her introductory period extended. No introductory period may be extended without the prior authorization of the Chief of Human Resources.

(8) Although employees begin to accrue PTO upon hire, they are not authorized to use PTO for vacation use the first six (6) months of hire unless:

- (1) They have made prior arrangements and negotiated the time off before the time of hiring, or PTO for a holiday;
- (2) They need to use PTO to cover time taken off for an observed holiday.

EQUAL EMPLOYMENT OPPORTUNITY / AFFIRMATIVE ACTION POLICY STATEMENT

Policy:

Workforce diversity enhances our ability to successfully develop effective solutions to today's challenges. Continuing to attract a talented, universal, and diverse workforce in all classifications and grade levels is critical to our mission and our patients. It is the policy of Clinica Sierra Vista to provide Equal Employment Opportunity (EEO) to all employees and applicants for employment, according to job qualifications without discrimination on the basis of sex (except where sex is a bona fide occupational qualification), sexual orientation, race, color, age (except where age is a bona fide occupational qualification), religious creed, marital status, veteran status, disability, or any other status, trait, or characteristic protected by law. Clinica Sierra Vista is committed to Affirmative Action (AA) and taking positive steps to eliminate barriers that may exist in employment practices. EEO and AA will be focused in the areas of recruiting, hiring, promotion, demotion, transfer, layoff, termination, training, education and compensation.

Simple absence of discrimination is not sufficient. Our task is to work to eliminate all patterns of unequal treatment. Clinica Sierra Vista is dedicated to the full realization of equal opportunity for all through equal employment/affirmative action on the following tenets:

- Serious and creative recruitment methods
- Ongoing administrative reviews of hiring practices
- Frequent analysis of staff demographical data
- Direct and firm responses to departments identified as having undesirable equal employment practices
- Professional development training

Comment:

- (1) This policy applies to all terms, conditions, and privileges of employment.
- (2) Clinica Sierra Vista has established a written EEO non-discrimination program. The results of the program will be reviewed annually and the program modified as necessary to achieve stated objectives.
- (3) The Chief of Human Resources, shall be responsible and report directly to the Chief

Executive Officer on matters relating to this policy, and shall be responsible for formulating, implementing, coordinating, and monitoring all efforts in the area of equal employment opportunity. The Chief of Human Resources duties shall include, but not necessarily be limited to:

- (A) Assisting management in collecting and analyzing employment data.
 - (B) Developing policy statements, affirmative action programs, and recruitment techniques designed to comply with the equal employment policies of Clinica Sierra Vista.
 - (C) Complying with various record keeping and posting notices required in order to ensure full compliance with all employment-related statutes and regulations.
 - (D) Preparation of an annual review and summary of Clinica Sierra Vista's Non-Discrimination program and the results achieved under these programs for submission to the Chief Executive Officer.
 - (E) Assisting supervisory personnel in arriving at solutions to specific personnel problems.
 - (F) Serving as liaison between Clinica Sierra Vista and government agencies, minority and women's organizations, and other community groups.
 - (G) Keeping management informed of the latest developments in the equal employment opportunity area.
- (4) Any communication from an applicant for employment, an employee, a government agency, or an attorney concerning any equal employment opportunity matter shall be referred to the Chief of Human Resources.
- (5) While overall authority for implementing this policy is assigned to the Chief of Human Resources an effective equal employment opportunity program cannot be achieved without the support of supervisory personnel at all levels. Supervisors and department heads should understand that their work performance may be evaluated on the basis of their equal employment/affirmative action efforts and results.

AMERICANS WITH DISABILITIES ACT (ADA)*Policy:*

Clinica Sierra Vista provides equal employment opportunities, with reasonable accommodations when appropriate, for applicants and qualified employees with disabilities. Clinica Sierra Vista also provides equal access, with reasonable accommodations and auxiliary aids, when appropriate, to Clinica Sierra Vista's programs, services, activities and facilities, to employees and members of the general public who have disabilities. Clinica Sierra Vista prohibits discrimination against qualified individuals with disabilities regarding terms and conditions of employment. This includes the application process, hiring, promotion/advancement, training, compensation, and termination. Americans with disabilities are considered qualified for an employment position when the individual(s) has/have job-related skills, experience, education, or other job-related experiences and/or qualifications for the employment position. These considerations are given, with or without reasonable accommodations, as long as the individual(s) can perform the essential functions and expectations of the employment position.

Definitions:

Discrimination because of a disability - treating an individual with a disability less favorably than a similarly situated person without a disability; favoring a person with one disability over a person with a different disability; and refusing to provide a reasonable accommodation which is necessary to enable an individual with a disability to perform the essential functions of the job.

Essential functions of a job - the fundamental job duties of a position that employees in that position actually are required to perform and whose removal would fundamentally change the job.

Individual(s) with a disability - a person with a disability that meets the definition under the Americans with Disability Act (ADA) and/or the Rehabilitation Act of 1973, Section 504.

Major life activities - activities such as walking, speaking, breathing, seeing, hearing, sitting, standing, caring for oneself or working.

Medical information - information about an employee's health, including diagnosis, test results, interpretations of medical information, job restrictions and required job accommodations.

Qualified individual(s) with a disability - a person with a disability who satisfies the requisite skill, experience, education and other job-related requirements of an employment position, with or without reasonable accommodations, and can perform the essential functions and expectations of the employment position. Any applicant or employee who is currently engaging in the illegal use of drugs is not a qualified individual with a disability.

Reasonable accommodations - any modification or adjustment to the employment application process, enabling a qualified applicant with a disability to be considered for the position; modifications or adjustments to the work environment or the manner or circumstances under which the position customarily is performed, allowing a qualified individual(s) with a disability to perform the essential functions and expectations of the employment position, or to enjoy equal benefits and privileges of employment. Any accommodation that would cause undue hardship or pose an undue risk of harm to the employee or others is not a reasonable accommodation.

Undue hardship - an accommodation that would be unduly costly, substantial or disruptive, or that would fundamentally alter the nature or operation of a division, section, program, service or activity.

Procedure:

Applicants for Employment - any applicant for employment who requires a reasonable accommodation in order to apply, interview or otherwise compete for a position with Clinica Sierra Vista should inform the hiring supervisor and/or the Chief of Human Resources at the earliest possible time of the need for an accommodation. Clinica Sierra Vista will make all reasonable efforts to provide an accommodation to an applicant when the accommodation sought is reasonably necessary for the applicant to compete for the position on an equal basis with applicants who do not have disabilities. At no time prior to an offer of employment will the applicant be asked whether he/she has a disability, or any questions that would tend to elicit such information. All applicants shall be considered and all hiring decisions will be made on the bases of an applicant's qualification, and not on the basis of an individual's actual or perceived disability or whether or not the applicant will require an accommodation if hired.

Employees - any employee who requires a reasonable accommodation in order to perform the essential functions and expectations of his or her job may request that accommodation by

notifying the employee's supervisor, and/or the Chief of Human Resources of the need for reasonable accommodation. Unless the requesting employee's disability and need for reasonable accommodation are obvious, the employee may be requested to provide reasonable documentation from the employee's physician or other health care provider about the nature of the disability and the functional limitations that require accommodation. If requested, this documentation provided in response to the request for additional information will be maintained in a confidential file separate from the employee's personnel file, and will not be provided to anyone except in the following situations: (1) First aid and safety personnel may be informed when appropriate if the disability might require emergency treatment; (2) Supervisors may be informed regarding necessary restrictions in the work or duties of the employee and of any reasonable accommodations which are to be provided and (3) Government officials investigating compliance with the *American With Disabilities Act*, shall be provided relevant information upon request. After the requested documentation is provided, the Supervisor, and/or the Chief of Human Resources, may meet with the employee requesting accommodations, to discuss the employee's limitations and what the employee expects to accomplish with the proposed accommodation. The supervisor, in consultation with the Chief of Human Resources will determine whether the particular accommodation sought by the employee is reasonable, and/or whether there are other accommodations that Clinica Sierra Vista can provide which will allow the employee to perform the essential functions of the job at less cost or burden to the organization. The Chief of Human Resources shall review the request for accommodations and the supervisor's recommendation. The Chief Executive Officer shall approve/disapprove the recommended accommodations. The Chief of Human Resources shall notify the employee whether an accommodation will be provided, the nature of the accommodation, and (if appropriate) when the accommodations will be received. If the supervisor, the Chief of Human Resources and/or the Chief Executive Officer determine that the accommodation sought by the employee is not reasonable, and no other accommodation can be provided which would allow the employee to perform the essential functions of the position, the Chief of Human Resources shall notify the employee of that determination and shall document all efforts made to find a reasonable accommodation and why the requested accommodation could not be provided.

The employee shall receive a copy of the decision and the original shall be retained in a confidential file separate from the official personnel file.

Programmatic Accessibility

Members of the general public and employees seeking accommodations to programs, services, activities or facilities of Clinica Sierra Vista, can make their requests by contacting the Chief of Human Resources within a reasonable time prior to the need. Seventy-two (72) hours advance notice is recommended.

Complaints of Discrimination Based on Disability

Any person who believes that s/he is or has been discriminated against on the basis of disability or who has concerns about matters, whether alleged, perceived or actual, made unlawful by the Americans with Disabilities Act, is encouraged to promptly report the conduct without fear of retaliation. Clinica Sierra Vista will not tolerate or permit retaliation against any person who makes a complaint or report of discrimination or who participates or testifies in an investigation of such complaint or report. Retaliation is a serious violation of this policy. Any person found to have engaged in retaliation against another individual for reporting or testifying about any allegation of discrimination shall be subject to appropriate disciplinary action, up to and including termination. Reports or complaints of discrimination or violations of this policy may be made to Clinica Sierra Vista's Chief of Human Resources. All complaints or reports of discrimination on the basis of disability shall be promptly and thoroughly investigated.

Management Responsibility for Ensuring Non-Discrimination

Every supervisor of Clinica Sierra Vista is responsible for ensuring a discrimination free workplace and must comply with Clinica Sierra Vista's policies and procedures and the laws dealing with discrimination. Any supervisor or manager who violates any such policy, procedure or law shall be subject to appropriate disciplinary action, up to and including termination.

Grievance Procedure

Clinica Sierra Vista has developed the following internal grievance procedure to assure compliance with the Americans with Disabilities Act and to resolve concerns and complaints at an early stage. This procedure may be used by anyone who wishes to file a complaint alleging

discrimination by the agency on the basis of disability in employment practices and policies or the provision of services, activities, programs or benefits. Use of this procedure does not affect other rights and remedies that may be available under federal and state statutes prohibiting discrimination on the basis of disability.

- (1) Any complaint or report of discrimination should be made in writing and contain information about the alleged discrimination such as name, address, telephone number of complainant and location, date, and description of the problem.
- (2) The complaint should be submitted by the complainant and/or his/her designee as soon as possible, but no later than sixty (60) calendar days after the alleged violation. The complaint should be directed to the Chief of Human Resources.
- (3) All complaints of discrimination on the basis of disability shall be promptly and thoroughly investigated by the Clinica Sierra Vista Chief of Human Resources or his/her designee.
- (4) Within fifteen (15) calendar days of receipt of the complaint or report, the Chief of Human Resources will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the Chief of Human Resources will produce a written determination of the results of the investigation. This determination will explain the position of Clinica Sierra Vista and offer options for substantive resolution of the complaint, and make recommendations for disciplinary action as warranted. A copy of the written determination will be provided to the complainant.
- (5) If the response does not satisfactorily resolve the issue, the complainant or the complainant's representative may appeal the Director of Human Resource's decision to the Chief Executive Officer or his/her designee.
- (6) Within fifteen (15) calendar days after receipt of the appeal, the Chief Executive Officer or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the Chief Executive Officer or his/her designee will respond in writing with a final resolution of the complaint. A copy of the final resolution will be provided to the complainant.

- (7) The Chief of Human Resources shall maintain the file and records relating to complaints of discrimination on the basis of disability for a period of three (3) years. Such documents shall be maintained as confidential records.

Other Rights and Remedies

Individuals who believe they have been subjected to discrimination on the basis of disability also may file charges of discrimination with the California Fair Employment and Housing Commission and with the Equal Employment Opportunity Commission. Charges filed with the Equal Employment Opportunity Commission must be filed within 300 days following the most recent act of discrimination, except that allegations of discrimination because of mental disability must be filed within 180 days of the most recent act of discrimination.

POLICY AGAINST SEXUAL HARASSMENT

Policy:

Clinica Sierra Vista is committed to providing a work environment that is free of sexual harassment. In keeping with this commitment, the company maintains a no tolerance strict policy prohibiting unlawful sexual harassment in any form. Sexual harassment is prohibited by this organization and is against the law.

Every employee should be aware of:

- what constitutes sexual harassment
- what steps to take if harassment occurs
- state law prohibiting retaliation for reporting sexual harassment

If an employee has any questions or concerns about it, they shall contact their supervisor or the Human Resources Department for further information.

What is Sexual Harassment?

Although many people think of sexual harassment as involving a male boss and a female employee, not all sexual harassment is done by males. Sexual harassment often involves co-workers, other employees of the organization or other persons doing business with or for the organization. It's against the law for females to sexually harass males or other females, and for males to harass other males or females.

Federal Law

Under Federal Law, unwelcome advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

State Law

California law defines sexual harassment as:

1. Verbal harassment – epithets, derogatory comments or slurs.

Examples: Name calling, belittling, sexually explicit or degrading words to describe an individual, sexually explicit jokes, comments about an employee's anatomy and/or dress, sexually oriented noises or remarks, questions about a person's sexual practices, use of patronizing terms or remarks, verbal abuse, graphic verbal commentaries about the body.

2. Physical harassment – assault, impeding or blocking movement, or any physical interference with normal work or movement, when directed at an individual.

Examples: Touching, pinching, patting, grabbing against or poking another employee's body, hazing or initiation that involves a sexual component, requiring an employee to wear sexually suggestive clothing.

3. Visual Harassment – derogatory posters, cartoons, or drawings.

Examples: Displaying sexual posters, writing or objects, obscene letters or invitations, staring at an employee's anatomy, leering, sexually oriented gestures, mooning, unwanted love letters or notes.

4. Sexual favors – unwanted sexual advances which condition an employment benefit upon an exchange of sexual favors.

Examples: Continued requests for dates, any threat of demotion, termination, etc., if requested sexual favors are not given, making or threatening reprisals after a negative response to sexual advances, propositioning and individual.

It is impossible to define every action or all words that could be interpreted as sexual harassment. The examples listed above with the state definition of sexual harassment are not meant to be a complete list of objectionable behavior.

If Sexual Harassment Occurs

1. When possible, confront the harasser and persuade him/her to stop.

The harasser may not realize the advances or behaviors are offensive. When it is

appropriate and sensible, an employee may want to tell the harasser the behaviors or advances are unwelcome and must stop. Sometimes a simple confrontation will end the situation.

2. If confronting the harasser does not cause the behavior to stop or if the employee is not comfortable confronting the harasser, the employee must immediately report the sexual harassment by contacting their supervisor or the Chief of Human Resources. If the employee reports the harassment to the supervisor and is not comfortable with the response, or if the employee is not comfortable with reporting the conduct to their supervisor, the employee should immediately report it to the Chief of Human Resources.

Sexual harassment or retaliation should be reported in writing or verbally. An employee may report such activities even though they were not the target of the harassment.

3. An investigation will be conducted and appropriate action taken.

CSV will investigate, in confidence, all reported incidents of sexual harassment and retaliation.

Sexual Harassment Can Be Costly

If an employee is found guilty of sexual harassment, they may be personally liable for monetary damages. CSV will not pay damages assessed personally against an individual.

In addition, the Company will take disciplinary action; termination is one possible action, against any employee who engages in sexual harassment.

Protection Against Retaliation

CSV policy and California state law forbid retaliation against any employee who opposes sexual harassment, files a complaint, testifies, assists or participates in any manner in an investigation, proceeding or hearing conducted by the Department of Fair Employment and Housing or the Fair Employment and Housing Commission.

Prohibited retaliation includes, but is not limited to:

- demotion
- suspension

- failure to hire or consider for hire
- failure to give equal consideration in making employment decisions
- failure to make impartial employment recommendations
- adversely affecting working conditions or otherwise denying any employment benefit to an individual.

Clinica Sierra Vista clearly does not tolerate harassment on the basis of any of the categories discussed in this policy and will take appropriate disciplinary action whenever such harassment is demonstrated. Any individuals engaging in such conduct contrary to organization policy may be personally liable in any legal action brought against them. If there are any questions concerning this policy, an employee should contact the Chief of Human Resources.

DISCRIMINATORY HARASSMENT

Policy:

It is the policy of Clinica Sierra Vista to provide its employees with a pleasant environment which encourages efficient, productive, and creative work. Discriminatory harassment and/or related retaliation of or by an employee, visitor, vendor, client or patient, is prohibited. Such harassment includes, but is not limited to the following bases: race, color, religious creed, gender, gender identity, sexual orientation, ancestry, age, national origin, disability, medical condition or history, marital status, or veteran status. Examples of discriminatory harassment include, but are not limited to the following: epithets, derogatory comments, slurs, or unwanted sexual advances; derogatory posters, cartoons, drawings, or gestures; assault, intentional blocking or interfering with normal movement; or inappropriate words or labels used as passwords, sign-offs or computer greetings.

Comment:

Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors and other verbal or physical contact of a sexual nature when submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment. Harassment would include repeated or constant behavior that is tormenting, annoying or irritating to excess.

An employee who believes they have been harassed by a co-worker, supervisor, or agent of the organization should immediately report the facts of the incident to the employee's supervisor, and/or the Chief of Human Resources. All claims will be investigated confidentially, to the degree possible, and promptly resolved. When an investigation is conducted, the alleged victim and the respondent shall have the right to receive notice of the complaint, including a statement of the allegations, to present relevant information to the investigator(s), and to receive, at the conclusion of the investigation, a report on the findings. At the conclusion of the investigation, the investigator shall prepare a written report which will include a statement of factual findings, and a determination of whether the harassment policy has been violated. The report will be

presented to the CEO for his/her review. Any employee, supervisor, or administrator who is found, after appropriate investigation, to have engaged in harassment of another employee will be subject to appropriate disciplinary action, depending on the circumstances, up to and including termination. When formal action is initiated against an individual who was found to have violated the harassment policy, the Chief of Human Resources shall ensure that the victim is appropriately advised of the resolution of that action. A report of the action taken against an individual for violation of this policy shall be retained permanently in the individual's personnel file. All records of sexual harassment and/or illegal discrimination investigations shall be considered confidential and shall not be disclosed publicly except to the extent required by law.

IMMIGRATION LAW COMPLIANCE

Policy:

It is the policy of Clinica Sierra Vista to be committed to full compliance with the Federal immigration laws. This procedure has been established by law and requires that every employee provide satisfactory evidence of his or her identity and legal authority to work in the United States.

Comment:

All applicants who have been offered employment must comply with this procedure upon offer or before their first day of work.

In an effort to comply with the stipulations of the Immigration Reform and Control Act of 1986 and the Immigration Act of 1990, it is the policy of Clinica Sierra Vista to follow the below-listed requirements:

1. All employees will fill out their part of the Employment Eligibility Verification form (Form I-9) upon offer of employment. Any employee who does not comply with this stipulation is subject to immediate termination.
2. The documents establishing an employee's identity and eligibility will be checked upon offer of employment. Any employee who does not comply with this stipulation is not eligible for continued employment.
3. CSV will properly complete Form I-9 and retain the form for at least three years. If the person is employed for a period longer than this, the Company will retain the form for one year after the person leaves employment.
4. CSV will present the form for inspection to an INS, Department of Labor (DOL), or Department of Homeland Security (DHS) officer, upon request.

For the lists of acceptable documents refer to the current version of the I-9 form. These forms are available in the Human Resources office.

GRIEVANCE POLICY

Policy:

It is the policy of Clinica Sierra Vista to encourage employees to bring to the attention of management their complaints about work-related situations. Employees will be provided with an opportunity to present their complaints and appeal decisions by management through a formal complaint and grievance procedure. All complaints or grievances will be resolved fairly and promptly. The grievance procedure is designed to assure an employee that his/her dispute will be heard and that appropriate action will be taken without reprisal, coercion, intimidation or discrimination against either the employee submitting the grievance or an employee who has an interest in the grievance.

Comment:

(1) A grievance is defined as an employee's expressed feeling of dissatisfaction concerning conditions of employment or treatment by management, supervisors, or other employees. Examples of actions which may be causes of grievance include:

- (A) Application of Clinica Sierra Vista policies, rules, regulations, and procedures believed to be to the detriment of an employee.
- (B) Treatment considered unfair by an employee, such as coercion, reprisal, harassment, or intimidation.
- (C) Alleged discrimination because of race, color, sex, age, religion, national origin, marital status, medical condition, or any other non-merit factor.
- (D) Improper or unfair administration of employee benefits or conditions of employment such as vacations, fringe benefits, promotions, holidays, performance review, or salary.

(2) Employees should be informed of the Grievance Procedure and must not, under any circumstances, be penalized for filing a grievance per this policy. Management is responsible for ensuring that the grievance is fully processed until the employee is satisfied with the decision or until the employee's right of appeal is exhausted.

(3) Whenever an employee believes they have a work-related problem, the employee should bring the matter to the attention of employee's supervisor to investigate the grievance, to attempt

to resolve the grievance, and to communicate a decision to the employee within a reasonable time. If the employee's problem is about the immediate supervisor, the employee shall be permitted to discuss the problem first with the next supervisor in their chain of command. Employees are asked to **utilize the organization's chain of command when at all possible**, but may discuss their issue with the Chief of Human Resources to avoid an awkward situation if the employee does not feel comfortable utilizing their chain of command.

(4) If the aggrieved employee is not satisfied with the supervisor's decision, the employee will be permitted to appeal to the next step in the complaint and grievance procedure. The supervisor will reduce the grievance to writing and forward to the Chief of Human Resources for review.

(5) The Chief of Human Resources will discuss the matter with the employee and the supervisor, and will make a decision concerning the grievance within a reasonable time. The Chief of Human Resources will provide a written response to the parties involved.

(6) If the aggrieved employee is not satisfied with the Chief of Human Resources' decision, the employee will be permitted to appeal to the Chief Executive Officer within five working days of the Chief of Human Resources' written decision.

(7) The Chief Executive Officer will consult with the employee and others concerned, and will try to resolve the grievance. If the employee is dissatisfied with the Chief Executive Officer's efforts, the employee may inform the Chief Executive Officer and request in writing a review of the matter by the Personnel Committee of the Board of Directors. All such appeals to the Personnel Committee shall be handled in the following manner:

(A) The employee must submit to the Personnel Committee a written summary of the problem and, if possible, suggestions for resolving it. The Chief Executive Officer will also submit in writing a summary of the handling of the grievance, the issue(s) involved, and recommendations for resolving the grievance.

(B) The Personnel Committee will hold a hearing on the grievance within ten (10) days after written material has been submitted. The employee may be present, have a representative present, have witnesses, and present evidence on employee's behalf. A management representative may be present and allowed to make a presentation as well.

(C) The Personnel Committee will issue a decision, which will be final.

- (8) Information concerning an employee grievance will be received in strict confidence. Supervisors and other members of management will discuss a grievance only with those individuals who are involved in processing the grievance.
- (9) Time spent by aggrieved employees in grievance discussions with management during their normal working hours will be considered hours worked for pay purposes.
- (10) Whenever two or more employees have a common or similar complaint, Clinica Sierra Vista will select one or more of them to represent the group. The final decision on the grievance will be binding on all members of the group.
- (11) Management decisions on grievances will not be precedent setting nor binding on future grievances unless they are officially stated as Clinica Sierra Vista policy.
- (12) CSV promotes an open door policy for staff and allows for open communication at all levels. However, employees are encouraged to utilize CSV's formal grievance process and follow this established procedure when they feel that filing a grievance is necessary. However, employees who violate the grievance process and go directly to the Board of Directors for resolution, without going through the appropriate steps as outlined in this policy, are subject to disciplinary action. It is the goal of management to address each and every issue fairly and equitably in a timely manner.

CUSTOMER SERVICE POLICY

Policy:

Clinica Sierra Vista (CSV) exists to help provide high quality comprehensive primary and preventative health care services. Ensuring that health care is delivered in a professional and courteous manner, while respecting the dignity and rights of our clients and employees is essential to meeting our mission. We know that the patient/client's perception about quality of health care is affected greatly by the atmosphere in which the care is delivered, communicated, and the attitude of employee members during each patient/client encounter. We strongly believe that great customer service includes both personalized attention and clinical excellence.

Comment:

The Customer Service Policy is intended to strengthen, personalize, and enhance the relationship between patient/client, their families, community and employees. A "patient/client is defined as a patient, patient's family member/caregiver, co-worker, supervisor, vendor, etc." It is the employees' job to make every effort to not only meet the patient/client expectation, but to exceed them.

(1) All patient/clients should be acknowledged and treated in a courteous manner at all times. Employees will be polite whenever they communicate in person, by phone, in writing, fax or e-mail. They will exhibit friendly behavior, smile and appropriately interact with fellow employees and patients/clients.

(2) Employees should get to know regular patient/clients, greet them by name when applicable, and make them feel comfortable. When communicating with patient/clients you should introduce yourself by name, title and role. If you do not know the person by name, they should be referred to as sir or madam (mam). There is no room in patient/client service for "attitude."

(3) All employee breaks and personal business should be conducted out of the view of patient/clients and cell phone calls or other personal communications should be limited to lunch or breaks. Federal regulations forbid the storage and/or consumption of food and drink in patient care areas. Employees should keep their work areas neat and clean.

(4) Employees are expected to present themselves in a professional manner and dress accordingly. (See Policy 430 & 430.3) Employees will be timely and meet deadlines, will trust,

respect, support and assist their coworkers and be a cooperative team member.

(5) Employees will protect the confidentiality of CSV's patient/client information. You will limit discussions of confidential information to appropriate, private locations. You will ensure patient confidentiality by keeping information on computers; desks, note pads, ex-rays, charts etc. protected and out of the general public's view.

(6) Employees will not reveal the identity of a patient/client or of the services/programs they are using at CSV. While family members/caregivers may feel they have a right to know, be sure you are authorized to release the information. Politely ask the patient/client if they can wait while you seek guidance from your supervisor or another member of management if you have questions. See Policy 409:1

(7) Employees will use their knowledge of CSV resources to respond to requests in a timely manner or else present alternatives when requests cannot be met immediately. CSV operates over 50 contracted programs; WIC, Mental Health Services, Perinatal Case Management, Cancer Detection and Diabetes programs as examples. A conscious effort should be made to assist a patient/client in finding what he or she needs and/or in resolving the problem. It is your job to assist our patient/clients in a professional and courteous manner. Employees are expected to take the initiative to go above and beyond in customer service.

(8) Employees will treat every patient/client with equal respect and every request with equal importance. Employees will respect differences in values, cultures, beliefs and ages, and will incorporate their awareness of diversity into all their daily practices.

(9) Employee members will respond to inquiries with the best factual information available but will refrain from offering personal opinions or advice in response to queries. In particular, employees may direct patrons to sources of consumer information, but they will not recommend products or services.

(10) Employees should not interfere in CSV's normal day to day operations/procedures to assist a family member or friend in obtaining services from CSV. Every patient/client needs to make their own appointments, follow the proper procedures and steps required to request services. This will protect patient/client confidentiality and ensure that proper program/services are provided.

- (11) It is the goal of Clinica Sierra Vistas services is to meet the patient/clients' expectations for service while fulfilling Clinica Sierra Vistas mission. Any comments are welcome regarding how well those expectations are being met. Forms are available for Patients, Employees and others to report their comments.
- (12) Discipline up to and including termination of employment will be issued to employees who are found to have violated this policy.

DISCLOSURE OF BENEFITS

Policy:

It is the policy of Clinica Sierra Vista to provide its employees with various benefits. Information and summary communications intended to explain these benefit plans are furnished to all plan participants and beneficiaries on a timely and continuing basis.

Comment:

- (1) Clinica Sierra Vista reserves the right to modify, amend, or terminate its benefits as necessary without notice to the employees.
- (2) The Chief Executive Officer, or such person(s) designated, shall serve as Administrator of Clinica Sierra Vista's benefit program. The Chief Executive Officer is responsible for all communications and disclosures concerning Clinica Sierra Vista benefits and for compliance with all applicable laws and regulations. In addition, the Chief of Human Resources shall be available to answer employee questions concerning benefits and shall counsel new employees, employees as they achieve eligibility, retiring employees, and non-employee beneficiaries as to specific benefit coverage and required forms and designations. The Chief Executive Officer is specifically authorized to use outside professional assistance as needed.
- (3) Under certain insurances and other plans of Clinica Sierra Vista, each employee must designate a beneficiary in the event of the employee's death. Such designation must be made in writing. Employees may change a beneficiary designation by giving the Chief of Human Resources written notice. It is the employee's responsibility to maintain the proper beneficiary designations.
- (4) Clinica Sierra Vista will furnish the following information to each employee:
 - (A) A summary description of the plan within ninety (90) days after the individual becomes a participant or first receives benefits.
 - (B) An updated summary description of the plan at such times as one may be needed.
 - (C) A summary description of any material modification of the plan.

ELIGIBILITY FOR BENEFITS

Policy:

It is the policy of Clinica Sierra Vista to recognize employees who successfully complete their introductory period. Such employees are called "regular" employees and are hired for an indefinite and unspecified duration of time. Accordingly, their employment is at the mutual consent of the employee and the organization and can be terminated at-will, at any time, by the employee or the company.

Comment:

(1) Regular full-time – an employee hired without a predetermined terminal point of employment and regularly working a forty (40) hour week is eligible for all employee benefits as enumerated in this manual.

(2) (A) Regular part-time(21+ hours) - an employee hired without a predetermined terminal point of employment and scheduled to work twenty-one (21) hours or more per week, but less than thirty (30) hours per week is eligible for the following benefits:

- Worker's Compensation
- State Disability Insurance
- PTO, EIB, and Sick pay will be prorated. PTO and EIB are figured on a pro-rated basis according to the number of hours regularly worked and holidays falling on days the employee regularly works. (The amount of time allowed for the holiday is determined by the number of hours the employee would have regularly worked on that day). Sick pay will accrue at the rate of 1 hour for every 30 hours worked.

(B) Regular part-time (30+ hours) - an employee hired without a predetermined terminal point of employment scheduled to regularly work thirty (30) hours or more per week are eligible for the following benefits:

- Medical, Dental, and Vision Insurance
- Life Insurance
- Long Term Disability Insurance
- Jury Duty Time*
- Bereavement Pay*
- Educational Achievement Program
- Worker's Compensation
- State Disability Insurance
- PTO, EIB, and Sick pay will be prorated. PTO and EIB are figured on a pro-rated

basis according to the number of hours regularly worked and holidays falling on days the employee regularly works. (The amount of time allowed for the holiday is determined by the number of hours the employee would have regularly worked on that day). Sick pay will accrue at the rate of 1 hour for every 30 hours worked.

*Note: Benefits are prorated to the normally assigned schedule (Example 30 hour staff will be eligible for 75% of the full benefit amount, 32 hours for 80%, etc.).

(3) Temporary, full or part-time - temporary employees are hired with a predetermined terminal point of employment. There are three categories of temporary employees:

(A) Salaried full-time - an employee working forty (40) hours a week paid on a salaried basis are eligible for Worker's Compensation and State Disability Insurance only.

(B) Hourly - an employee paid by the hour on a temporary basis are eligible for Worker's Compensation and State Disability Insurance only.

(C) On-Call – On-Call employees are hired without a predetermined terminal point of employment and can be assigned to work up to 40 hours per week, as needed, at any CSV site, as appropriate, on an as-needed basis, based on business necessity and staffing needs.

(D) Independent contractors - persons paid contractually are reimbursed on an hourly/daily basis and are not eligible for any Clinica Sierra Vista benefits and must provide for their own Worker's Compensation and State Disability Insurance.

(4) All categories of employees except independent contractors and temporary agency staff are eligible to participate in the Retirement Plan upon hire if they are at least 18 years of age and work a minimum of 1,000 hours annually.

(5) An employee hired on a temporary full or part-time basis will remain at such status until CSV specifically notifies the employee that they will be considered regular full-time or regular part-time.

EMPLOYEE CLASSIFICATIONS

Policy:

It is the policy of Clinica Sierra Vista to assign employees to different classifications that designate their employment status within the organization. It is also the policy of Clinica Sierra Vista to supplement the regular work force with temporary or part-time employees when necessitated by periods of peak work load, employee absences, or other situations as may be determined by management.

Comment:

- (1) Regular employees are those who have successfully completed their introductory period. Such employees are hired for an indefinite and unspecified duration.
- (2) A temporary employee is an individual who is hired for a limited period with a predetermined terminal point of employment.
- (3) A part-time benefit eligible employee is an employee who is hired for an indefinite period, and regularly scheduled to work twenty-one (21) hours or more per week, but less than thirty (30). Such an employee may receive a pro-rata share of certain benefits. An employee must be scheduled to work a minimum of thirty (30) hours per week to be eligible for benefits.
- (4) A part-time, no benefits employee is regularly scheduled to work twenty (20) hours or less per week. Part-time, no benefits employees are not eligible for benefits offered by Clinica Sierra Vista however, they will receive any benefits mandated by law, such as Sick pay, Workers' Compensation, Social Security, and State Disability Insurance.
- (5) On-call employees do not work a regular schedule and are called in to work as needed. On-call employees are not eligible for benefits offered by Clinica Sierra Vista; however, they will receive any benefits mandated by law, such as Workers' Compensation, Social Security, and State Disability Insurance.
- (6) An employee who is transferred temporarily to a higher-paying job will be compensated at the rate of the new job. An employee who is transferred temporarily to a lower-paying job will continue to be paid at the existing rate for as long as the temporary transfer is in effect. If the employee has not been returned to employee's regular job at the end of ninety (90) days from the date of the temporary transfer, the Chief of Human Resources shall review the situation with the department head and either return the employee to employee's former position and pay grade, extend the period of temporary transfer, or make the transfer permanent.
- (7) When minors are hired for temporary and part-time positions, a certificate of age must be obtained in advance of employment for all new hires under age eighteen (18) to verify that they are

in fact age sixteen (16) or over. Certificates of age should be kept in the individual's personnel files and a work permit must be provided for anyone under 18 years of age.

(8) An employee whose status changes from temporary or part-time to full-time shall be considered as hired on the date of change of status for purposes of eligibility of benefits such as paid absences and vacation. Information concerning eligibility of temporary and part-time employees for other benefits is available from the Chief of Human Resources.

(9) An employee hired on a Temporary Full or Part-time basis will remain at such status until Clinica Sierra Vista specifically notifies the employee that they will be considered regular full-time or regular part-time.

(10) Clinica Sierra Vista is considered an at-will employer; either the employee or the organization can terminate the employment relationship at, at any time, with or without cause or advance notice.

GROUP MEDICAL AND LIFE INSURANCE

Policy:

It is the policy of Clinica Sierra Vista to provide medical (including prescription), dental, vision, life insurance and supplemental life insurance to benefit eligible employees.

Comment:

- (1) Benefit eligible employees are full time and part time employees who work a minimum of 30 hours per week on a regular, consistent basis as documented in their HR file.
- (2) The cost for benefits (medical, prescription, dental, and vision insurance) and supplemental life insurance can be obtained by contacting the HR Department.
- (3) For more information about the benefits package, contact the HR Department or refer to the Clinica Sierra Vista Summary of Benefits form.
- (4) Each benefit eligible employee electing such coverage will fill out a Group Life Insurance Authorization and application at the beginning of employment. Proof of relationship documents are required if adding eligible family members.
- (5) The open enrollment period for benefits each year is around the month of December. Changes made during open enrollment take effect January 1st of the following year.
- (6) Employees may make certain changes to their benefits if the change is due to a “family status change.” Family status changes are events such as a marriage, divorce, death, or birth of a baby. Upon a qualifying event, employees have thirty (30) days from the date of the event in which to make changes to their benefits. For more information on what changes can be made when due to a family status change, contact the HR Department.
- (7) Refer to the specific policies for benefits under these plans.
- (8) Upon termination of employment, an employee's coverage under the organization's medical insurance policy ceases unless the employee decides to continue the coverage under COBRA.
- (9) Life insurance coverage ends upon termination of employment. A disabled employee may be allowed to continue coverage upon payment of monthly premiums.
- (10) All questions regarding COBRA coverage should be directed to the HR Department.

(11) Employees covered by Clinica Sierra Vista's health insurance plan are eligible to waive deductibles and/or co-payments incurred when utilizing Clinica Sierra Vista's facilities only.

COBRA

Policy:

Title X of the Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985 requires Clinica Sierra Vista to provide employees and/or their eligible dependents with the option of continuing to receive health care coverage through Clinica Sierra Vista even though they may no longer be benefits-eligible. This policy outlines when you and/or your dependents are eligible to continue health care coverage through COBRA, and lists the procedures and timelines that you and Clinica Sierra Vista need to follow in order for COBRA coverage to take effect.

Qualifying Events:

Termination/reduction in hours - when employment is terminated (other than for “gross misconduct”) or your working hours are reduced so that you are no longer benefits-eligible, continued coverage is available for up to thirty six (36) months from the day of the event for you, your spouse/domestic partner and your dependent children, provided you were covering your spouse/domestic partner and/or dependent children immediately before the qualifying event. Benefits coverage may include medical, dental, vision and hospitalization. The level of coverage you receive, as well as any dependent’s eligibility for continuation of coverage, depends entirely on the level of coverage you have immediately before the qualifying event.

Disability – if you or your dependent is disabled (as defined by Title II or XVI of the Social Security Act) at the time of the qualifying event or within the first sixty (60) days of COBRA continuation coverage that begins as a result of termination or reduction in work hours, continued coverage is available for up to thirty six (36) months from the day of the event for you, your spouse and your dependent children, providing you were covering your spouse/domestic partner and/or dependent children immediately before the qualifying event. Benefits coverage may include medical, dental, vision, and hospitalization. The level of coverage you receive, as well as any dependent’s eligibility for continuation of coverage, depends entirely on the level of coverage you have immediately before the qualifying event.

Death/entitlement to Medicare – upon the death of the employee/before their entitlement to Medicare, continued coverage is available for up to thirty-six (36) months from the day of the event for your spouse/domestic partner and eligible dependents, provided you were covering

your spouse, registered domestic partner and/or dependent children immediately before the qualifying event. Benefits coverage may include medical, dental, vision, and hospitalization. The level of coverage you receive, as well as any dependent's eligibility for continuation of coverage, depends entirely on the level of coverage you have immediately before the qualifying event.

Divorce or Legal Separation or Dissolution of Domestic Partnership – if you become divorced or legally separated, or dissolve your domestic partnership, continued coverage is available for up to thirty-six (36) months from the date of the event for your spouse/domestic partner and your dependent children, providing you were covering your spouse/domestic partner and/or dependent children immediately before the qualifying event. Benefits coverage may include medical, dental, vision, and hospitalization. The level of coverage you receive, as well as any dependent's eligibility for continuation of coverage, depends entirely on the level of coverage you have immediately before the qualifying event.

Dependent Events:

Change in “dependent child” status – if your child loses “dependent child” status, continued coverage is available for up to thirty-six (36) months from the day of the event for your dependent children. Benefits coverage may include medical, dental, vision, and hospitalization. The level of coverage that you receive, as well as any dependent's eligibility for continuation of coverage, depends entirely on the level of coverage you have immediately before the qualifying event.

Notification Process for Qualifying Events – under COBRA, Clinica Sierra Vista and its plan administrator(s) and eligible employee and their beneficiaries must comply with the following procedures and timelines in order to receive coverage.

- Within Thirty (30) days of the event, the employee must notify Clinica Sierra Vista's Human Resources Department.
- Within forty-four (44) days of the event, the company that administers COBRA on Clinica Sierra Vista's behalf, will notify beneficiaries of their COBRA options and provide relevant application forms.
- Within sixty (60) days of the date of the event occurs or the date coverage would end as a result of the event, whichever is later, the beneficiary must complete and submit all forms

(including payment) to the company administering COBRA in order to receive health care benefits under COBRA.

SICK TIME OFF

Policy:

It is the policy of Clinica Sierra Vista to grant annual Sick time off with pay to benefit eligible full-time and part-time employees in accordance with the guidelines established below. Sick time is a paid absence that is used for personal illness, immediate family's illness, doctors' appointments (including preventative), and to coordinate with certain leaves of absence as the policy allows and the employee elects.

Comment:

Employees are permitted to use 3 days of paid Sick time during a sick plan year. The Sick plan year will run from July 1st each year through June 30th of the following year. Eligibility for use of Sick time shall begin ninety (90) days after hire. All Sick time must be utilized prior to using any EIB balance.

(1) **Full-time and Regular part-time employees working 21+ hours** - will be given 3 days (a 24 hour) lump sum of Sick pay July 1st of each year. Employees who are assigned to work 10 hour days will be allowed to utilize 6 hours of EIB without physician verification to equal a total of 3 days (24 hours sick + 6 hours of EIB without penalty).

(A) Any unused Sick pay (up to 24 hours) for benefit eligible staff will convert back into the employees PTO bank at the end of the sick plan year (June 30th). Staff who were hired after the start of the new plan year will be allowed to convert a prorated amount of PTO based on their hire date at the end of their 1st plan year. This unused Sick pay, once converted, is to be used at the Employees discretion in accordance with the PTO policy. In no event will this conversion allow an employee to exceed the maximum cap set in the PTO policy.

(B) Employees assigned to work 10 hour days will be allowed to utilize up to 6 hours of EIB in conjunction with their 24 hours of Sick to equal 3 full sick days. EIB used in this manner will not require physician verification of illness. This EIB will count towards the 40 hour annual allowance for non-leave reasons (see EIB policy 208).

(2) **Per Diem, On-Call and other Part-time staff working 20 hours or less** - will accrue Sick pay at a rate of 1 hour for every 30 hours worked. Employees will be restricted to 24 hours of Sick use per year and the Sick bank will have an accrual cap of 48 hours total.

(3) Sick time will not be paid out at the end of employment however, if an employee leaves and is then rehired within one year; the previously accrued sick day balance will be reinstated upon

rehire.

(A) For staff receiving the lump sum 24 hour method, depending on the date the employee is rehired, they will receive their previous balance if rehired prior to July 1st. For all rehires after July 1st the prior balance plus the current year's partial accrual, not to exceed the 24 hour annual limit, will be reinstated.

(4) Sick time will be considered protected time off for the sake of the attendance policy and any other disciplinary policies.

(5) As soon as an employee becomes aware of the need to take Sick time off they must provide reasonable advance notice to their supervisor for sick time off that is foreseeable. When an employee will need to be absent, they must notify their supervisors at least one (1) hour before the start of their shift in accordance with the Attendance policy. If the need for sick leave arises during a shift, the employee must give their supervisor notice prior to leaving work. Failure to report an absence timely will result in leave without pay, and other disciplinary action up to and including termination of employment.

(6) Sick time off does not require a physician's verification of illness.

(7) Sick time off may be used for the diagnosis, care or treatment of existing health conditions, preventive care, or for an employee who is a victim of domestic violence, sexual assault, or stalking.

(8) An employee will not be retaliated or discriminated against for the request or use of sick time off.

PERSONAL TIME OFF (PTO)

Policy:

It is the policy of Clinica Sierra Vista to grant annual Personal Time Off (PTO) with pay to benefit eligible full-time and part-time employees in accordance with the guidelines established below. PTO is a paid absence that is used for vacations, holiday pay, personal business, and to coordinate with certain leaves of absence as the policy allows and the employee elects.

Comment:

(1) An employee accrues a certain amount of PTO hours per pay period (see below). The accrual of PTO hours includes time for employees holiday pay. Employees must be sure to successfully manage their PTO bank accordingly, to ensure that they have enough PTO hours available to cover upcoming holidays. Please refer to the Holidays policy, 211, for more information about Holidays.

(2) An eligible employee begins to accrue PTO on their date of hire. A regular full-time employee, working at least eighty (80) straight time hours per pay period, accrues PTO according to the following schedule: during 0 - 4.99 years of service, each eligible employee accrues PTO at the rate of 184 hours per year; during 5 – 9.99 years of service, each eligible employee accrues PTO at the rate of 224 hours per year; beginning with the tenth year, each eligible employee accrues PTO time at the rate of 264 hours per year.

Holiday pay accruals are included in the PTO accrual numbers listed above. For example, for regular full-time employees 2.46 (out of the total PTO hours accrued per pay period) is intended to be used towards holiday pay.

Hours accrued for an employee's PTO account is calculated each pay period. Both straight time hours worked and hours paid as PTO will be included in the PTO accrual calculation. Hours paid as PTO will be deducted from the total hours of PTO available in the employee's PTO bank. Employees out on PTO will continue to accrue PTO, EIB, and Sick as appropriate. PTO accrual is prorated if employee is taking PTO and Sick or EIB in the same pay period, since PTO, Sick, and EIB are not accrued while an employee is utilizing EIB or Sick time.

(3) If an employee is sick while on PTO, the employee may not charge that time to employee's accrued EIB or Sick bank. If the employee is still sick when he/she is expected to return to work from the scheduled PTO, he/she may then utilize Sick or EIB benefits as appropriate. Please refer to Sick Policy 206 or EIB policy 208 for more information.

(4) While PTO is not intended to cover sick time, employees on a leave of absence who are denied state disability insurance (SDI) for some reason may, upon the approval of the CEO, request to use PTO to cover their absence.

(5) If an employee is out on PTO, he/she may not request jury duty leave or bereavement leave while on that PTO which occurs in the same time period. For example, an employee who is on PTO for a one week vacation may not request Jury Duty leave during that same week. Requests for jury duty must be submitted to the appropriate supervisor with at least 2 weeks’ notice.

(6) Employees PTO bank will have a cap on the accrued hours allowed. For example, the maximum amount of PTO an eligible employee with 4 years of service can accrue shall be 300 hours. No further PTO will be accrued while that employee has a balance of 300 hours in his/her PTO bank. Once the employee in this example has used some of the accrued PTO and dropped below the 300 hour cap, the employee may again accrue PTO. The table below summarizes the PTO accrual amounts and the caps for each level based on years of service:

<u>Years of Service</u>	<u>Employee Annual Accrual Amount</u>	<u>Maximum Hours Accrual Cap</u>
0 - 4.99	184	300
5 – 9.99	224	360
10 or more	264	420

(7) PTO must be approved by an employee's supervisor and administration prior to an employee taking PTO. A PTO request of more than 2 week off will require the approval of the CEO, or their designee. A supervisor may disapprove a PTO request made without sufficient notice (30 calendar days for general staff, or 60 calendar days for provider staff) or a sufficient PTO balance (see section 15 below). Supervisors should approve or disapprove a PTO request within seven (7) calendar days. If there are extenuating circumstances in which this is not possible, the supervisor should inform the employee of an appropriate time when a decision will be made. Any employee conflict in PTO schedules will be resolved on the basis of the operational needs of Clinica Sierra Vista and other factors that the supervisor and administration deem appropriate in the circumstance. Supervisors should endeavor to provide equity during the holiday vacation periods and ensure that everyone has an equal opportunity for the more desirable vacation periods. Should circumstances compel a change in PTO plans, reasonable notice must be given to the supervisor.

(8) Employees regularly scheduled to work 21 or more hours per week will have their unused Sick hours, to a max of 24 hours, converted to PTO at the end of the Sick plan year (July 1st to June 30th). This will occur when the Sick bank is refilled with the next year’s Sick allowance.

(9) PTO of more than two (2) days for the Chief Executive Officer must be approved by the Executive Committee of the Board of Directors.

(10) No employee will be paid for unused accrued PTO without taking the time off, except in the case of termination of employment, or due to reduction in hours causing the employee to no longer be benefit eligible. Any unused accrued PTO will be included on an employee's final paycheck.

(11) Any employee who feels there is a discrepancy in the calculation of employee's PTO pay or eligibility may request a review of that calculation by the Accounting Department.

(12) If death occurs during an employee's term of employment, pay for accrued unused PTO time will be made a part of the employee's estate.

(13) Employees may also exchange accrued PTO hours for medical/dental bills incurred at Clinica Sierra Vista any time during the year in which the bills were incurred. Employees wishing to do so may request the appropriate form from the Chief Financial Officer.

(14) An employee must have accrued at least the amount of PTO required for any time taken off with pay, plus a 40 hour bank balance. A negative PTO balance may result from holidays that occur during the first two (2) months of employment. **There is no provision for a negative PTO balance in other circumstances.**

(15) An employee may not schedule vacation time that falls within the first six (6) months of employment unless it was a written condition of hire.

(16) A regular employee who has a zero PTO balance on the date of an observed holiday in which CSV is closed will not be paid for that holiday.

(17) PTO can be used by submitting an electronic time off request.

Donation of PTO

An employee may donate PTO hours to another employee who is suffering, or has a dependent, spouse (or other immediate family member) who is suffering from a catastrophic illness or injury. All donations of accrued PTO must be a minimum of 8 hours and must receive the prior written approval of the Chief Executive Officer or his/her designee. The Chief Executive Officer has the sole discretion to limit the amount of accrued PTO that can be donated to any employee. The PTO hours deducted from the employee's accrual account will be credited to the recipient's EIB (or PTO bank as appropriate) account at the same dollar equivalent. An employee may donate up to 40 hours per year. The donating employee may not make a donation that will reduce his/her remaining balance of accrued PTO below eighty (80) hours. The receiving employee must expend all of his/her accrued PTO, Sick, and EIB before becoming eligible to receive donated PTO. Situations involving donation of PTO will be processed and closely monitored by the HR Department to ensure equitable allocation of PTO hours. If the employee returns prior to the utilization of the donated PTO, the donated PTO will be credited back to the employee(s) who

made the donation.

PTO Conversion

It is the policy of Clinica Sierra Vista to offer an annual PTO conversion opportunity to staff that have accumulated a large amount of PTO. Employees with PTO accrual balances of 200 hours or more will be given the option, once per year at management's discretion, to convert a minimum of 40 hours, but not more than 200 hours, into their 403B retirement plan. Certain staff may elect to convert hours to their 457 account if eligible. All conversions to retirement plans are subject to the IRS maximum allowable contribution. Employees are required to have a minimum balance of 100 hours in their PTO account after conversion. Employees who qualify to participate in this conversion option will be contacted by letter.

In order to participate in the PTO conversion opportunity, employees must have made at least a 2% voluntary contribution during each pay period for the 12 months preceding the conversion. In addition, for any staff member who has status becomes "leave without pay" during the 12 months preceding the conversion, and thereby misses one or more biweekly retirement contribution(s), will be deemed ineligible to participate.

In addition to converting PTO into the retirement plan, eligible employees with 200 hours or more of PTO may elect to cash out an equal amount of PTO through payroll at this time. Elections to cash out PTO are only allowed with an equal or greater contribution to a retirement plan (ie 100 hours 403b/100 hours cash, or 100 hours 403b/40 hours cash, etc.) If choosing the cash out option, there will be a minimum of 40 hours cashed out to each pot (40 to retirement, 40 to cash).

Employees with funding source(s) that prohibit such PTO conversions and/or cash outs will not be permitted to participate in the PTO conversion opportunity. Clinica Sierra Vista reserves the right to offer, or not offer PTO conversion based on the financial ability of the organization at that time.

EXTENDED ILLNESS BANK*Policy:*

It is the policy of Clinica Sierra Vista that benefit eligible employees begin accruing Extended Illness Bank (EIB) on their hire date. EIB is a paid absence to be used specifically for extended absences due to an illness of the employee and/or an immediate family member.

Comment:

(1) When employees are absent due to illness or for any other reason, they must notify their supervisors at least one (1) hour before the start of their shift (or earlier as designated by your supervisor and Department procedures). If absences will result in scheduling or staffing problems, supervisors must be notified prior to the normal work shift. When supervisors are notified of employee absences, they must update the timekeeping system to reflect the time off. Failure to report illnesses will be considered leave without pay.

(2) An employee must personally call each day they are absent due to illness unless a definite duration has been established with the supervisor. An employee must be able to produce a physician's verification of illness in order to utilize EIB. The physician's verification must include the date when the illness began and the approximate return to work date. EIB may be used for illness, preventative healthcare, or dental care. Cosmetic surgery does not typically qualify for EIB benefits.

(3) An employee commences to accrue EIB hours on their hire date. New employees are eligible to use EIB upon the completion of 90 days of service. Each regular, full-time employee will accrue eight (8) days (64 hours) of EIB per year, i.e. 2.47 hours per pay period. Regular part-time employees (see policy 202 for eligibility) accrue a pro-rated number of hours based on the actual number of hours worked. On-call, Per Diem, and other non-benefit eligible employees will not accrue EIB benefits.

(4) While out on EIB or on a leave without pay, no PTO, Sick, or EIB shall accrue towards the employee's EIB, Sick or PTO banks.

(5) For use of EIB benefits during a Leave of Absence, please review policy number 301, "Leaves of Absence".

(6) If an official holiday occurs while an employee is on EIB, that day will not be deducted from their accrued EIB. It will be deducted from PTO.

(7) An employee is paid from hours accrued in their EIB under the following guidelines:

- (A) An Employee may use EIB after allotted Sick hours have been exhausted.
 - (B) An Employee may use up to 40 hours of EIB (for self or immediate family) for **non-leave (FMLA/CFRA)** reasons in a year (beginning 7/1 – 6/30). Any EIB used during a leave will not be deducted from this allowance, however if no EIB balance is available the employees absence will be leave without pay.
 - (C) Employees on a 10 hour work schedule may use a limited amount of EIB hours similar to Sick Time (see policy 206).
 - (D) EIB use for an “immediate family” (see policy #103) is restricted to 40 hours regardless if used in or out of a leave situation or combination thereof.
 - (E) During a Leave of Absence (LOA), employees may use an unlimited amount of their accrued EIB for their own illness in accordance with policy 301.
 - (F) EIB use requires a physician’s verification.
 - (G) EIB is not normally granted for cosmetic surgery.
- (8) If an employee terminates employment, voluntarily or involuntarily, they will receive no payment for EIB.
- (9) An employee may accrue a maximum of up to 300 hours of EIB. Once an employee has accrued 300 hours, they will not accrue further EIB unless EIB hours have been utilized and have gone below 300 hours.

STATE DISABILITY INSURANCE

Policy:

All Clinica Sierra Vista employees are covered by California State Disability Insurance (SDI). The State Disability Insurance Program is financed by a State tax through employee payroll deduction. This insurance provides weekly income benefits for employees who are disabled by an illness or accident that is not job related. All eligibility decisions for SDI benefits are made by the State of California, not Clinica Sierra Vista. Employees are required to apply for SDI benefits with the State.

Benefits under the State Disability Insurance Program are payable starting on the eighth calendar day (not working day) of absence from work because of a non-work related illness or injury, as determined by the State of California. SDI benefit payment amounts vary in relation to the employee's earnings. Employees receiving SDI benefits may potentially supplement those benefits with Clinica Sierra Vista's Sick, EIB, and PTO benefits. Refer to "Leaves of Absence" policy 301 for further information.

Procedure:

As soon as an employee knows they will be off for medical reasons, the employee should contact his/her supervisor immediately. If the employee will be off work on a medical leave for more than 7 calendar days, they should apply for SDI benefits. Employees should contact the State of California Employment Development Department (EDD), to apply for SDI benefits, but following the steps below may be of assistance:

- The employee should complete ALL items on the "Claim Statement of Employee" (Form DE 2501) and sign it. He/she shall make certain that all information is complete and accurate since errors or omissions may cause the claim to be returned and may delay payment.
- The employee must have a doctor complete and sign the "Doctor's Certificate" (page 3 of Form DE 2501).
- The employee (or physician) shall mail the claim to the EDD no earlier than 9 days—but no later than 49 days—after the first day the employee became disabled. If the employee sends the claim form in late, he/she may lose benefits.
- The employee should mail the completed and signed "Claim Statement of Employee"

together with the completed and signed “Doctor’s Certificate” to one of the SDI offices listed below which is closest to his/her residence.

- If the employee is under the care of an accredited religious practitioner, he/she must obtain a “Practitioner’s Certificate,” (Form DE 2502), by calling 1-800-480-3287 and have the practitioner complete and sign it. Rubber-stamped signature facsimiles are not accepted.
- Employee should contact the EDD about coordination of workers’ compensation and SDI benefits.

PROCEDURE FOR COORDINATION OF PTO/EIB BY CSV

SDI benefits will be combined with the existing PTO/EIB program as follows:

- The first 7 calendar days of a disability will be paid per Clinica Sierra Vista’s PTO/EIB policy.
- The employee must immediately send the Payroll Department a copy of the SDI check stub showing the amount paid by SDI. Do not send the original check to the payroll department.
- Beginning on day 8 of a disability, payroll will deduct from the employee's pay the estimated amount of SDI weekly benefits payable by the State.
- If the SDI benefit statement has been submitted to payroll, EIB will be used to pay the amount of his/her usual salary that wasn’t paid by SDI.
- If an employee has applied for SDI and the benefits that were supposed to begin on day 8 have not been received at the end of that pay period due to the 14 day SDI processing time, upon the request of the employee, CSV may elect to pay the employee out of the employee’s PTO. Once the employee receives the SDI payment, the Payroll Department will adjust the employee's PTO balance for the previously paid out PTO. This may result in a smaller payroll check for the employee, but the SDI check will more than cover the difference.

NEAREST STATE DISABILITY OFFICES

State Disability Insurance P.O. Box 10402 Van Nuys, CA 91410-0402	State Disability Insurance P.O. Box 513096 Los Angeles, CA 90051-1096	State Disability Insurance P.O. Box 32 Fresno, CA 93707-0032
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To Contact by Phone:

English (Nationwide Toll Free)	1-800-480-3287
Spanish (La llamada en español es gratuita a nivel nacional)	1-866-658-8846

Claim forms can also be obtained from the HR department or at the following website:

http://www.edd.ca.gov/disability/DI_How_to_File_a_Claim.htm

WORKERS' COMPENSATION

Policy:

It is the policy of Clinica Sierra Vista to maintain a Workers' Compensation Insurance policy which covers all employees. Employees are covered from the first day of employment for injuries and illnesses arising out of and in the course of their employment.

Comment:

Claim Procedure: An employee must report employee's work-related injury or illness to employee's supervisor or to the Chief of Human Resources on the day it occurs. The employee will be asked to fill out the "Employee's Claim for Workers' Compensation Benefits," and an accident report. *Failure to report an injury promptly can result in the loss of benefits.* The Chief of Human Resources will refer employee for medical treatment, as appropriate and/or requested. Employees will typically be paid for the entire work day on the date of injury, even if they are unable to finish working their shift. Should the employee require further medical treatment (i.e., follow-up doctor's appointments, physical therapy appointments, etc.), this time is unpaid; however, the employee may elect to use Sick, EIB, or PTO time. The employee shall contact Worker's Compensation for mileage reimbursement and/or reimbursement for lost work time.

When an employee is unable to work for more than three (3) calendar days, Workers' Compensation Insurance may pay temporary disability. If the employee is unable to work for more than fourteen (14) calendar days or is hospitalized as an inpatient, the employee will normally receive temporary benefits (disability payments) every two (2) weeks during the time he/she qualifies for this benefit. Generally, temporary disability stops when the employee returns to work, or when the treating physician releases the employee or says that the injury has reached a point of maximum improvement. Employees are permitted to coordinate Sick, EIB, and/or PTO benefits while on Workers' Compensation leave of absence.

The treating doctor will decide what type of medical care the employee receives for his/her injury or illness, determine when the employee can return to work, help identify the kinds of work the employee can do safely while recovering, refer the employee to specialists, if necessary, and write medical reports that will affect the benefits received.

If the employee is unhappy with the medical treatment he/she is receiving, the employee should contact the Chief of Human Resources for assistance.

When an employee requires medical assistance, the employee should advise the physician or hospital personnel involved that this is an "Industrial Accident" and give employer's name and address for Workers' Compensation Insurance. The nature of the questions on both the EMPLOYER'S REPORT OF INDUSTRIAL INJURY and the FIRST REPORT OF INJURY (as issued by physician or hospital) will indicate to the Workers' Compensation carrier where disability payments are to be issued to the employee, and these compensations will be handled by that office automatically.

The following is a general description of benefit categories:

- (1) *Medical Care.* All authorized medical expenses are fully covered. If you need medical care, you will be referred by the Chief of Human Resources or his/her designee, to an occupational health provider. If, prior to an injury, you request, in writing to the Human Resources Department, the name and address of your personal physician and indicate that you wish him/her to treat you in the event of an occupational accident or injury, you are entitled to be treated by that physician.
- (2) *Time Off for Appointments.* Time off for medical appointments relating to an occupational accident or injury are unpaid. An employee is required to clock out and may request Sick, EIB, or PTO for time lost due to medical appointments associated with their occupational accident or injury.
- (3) *Death Benefits.* Should a work injury cause death, a benefit will be paid to your dependents.
- (4) *Disability Income.* If hospitalized, or are unable to work for more than three days, you will receive income equal to two-thirds of your average weekly pay, up to a legal maximum per week. If your injury results in a permanent disability which decreases your ability to work, additional payments may be provided.
- (5) *Vocational Rehabilitation.* If your injury or illness prevents you from returning to your

same job, you may be eligible for vocational rehabilitation and retraining.

(6) *Leave Status.* Refer to Leaves of Absence policy 301. This policy applies to Workers' Compensation leave as it relates to health insurance, duration, notices to employer, etc.

HOLIDAYS

Policy:

It is the policy of Clinica Sierra Vista to observe holidays each year as may be determined by the Board of Directors. Eligible employees will be given a day off with pay (if sufficient hours have been accrued) for each holiday observed. No more than sixty-four (64) hours of holiday pay will be paid to any employee. Holiday pay is accrued throughout the year and is allocated to the employee's PTO bank. Please refer to PTO policy 207 for more information.

Comment:

- (1) A schedule of predetermined holidays to be observed during each calendar year will be published and posted with the payroll schedule during the month of December. Employees may use a floating holiday to take time off for a holiday not observed by CSV or for any other day off that the employee chooses. Employees must first request approval for time off for a floating holiday they wish to take from their supervisor.
- (2) Full-time employees will receive their regular rate of pay for each holiday provided they have sufficient accrued PTO. Regular Part-time benefit eligible employees will only receive holiday pay for holidays on which they would normally be scheduled to work, and only for their regularly scheduled number of hours.
- (3) A full-time employee commences to accrue holiday pay at the rate of 2.46 (accrued in PTO) hours per payroll (64 hours per year) at their date of employment. These hours will be included in the PTO hour accrual. Part-time benefit eligible employees will receive pro-rated hours.
- (4) An employee must have enough PTO hours accrued during the payroll period in which the holiday occurs, in order to be paid for the holiday. Example: The employee only has three (3) hours in the PTO/holiday accrual, the employee is normally scheduled to work 8 hours on the holiday. The employee would receive only three (3) hours for the holiday, the other five (5) hours would be unpaid (excluding new employees).

- (5) An employee must use PTO/holiday accrual hours for the observed holiday.
- (6) Temporary employees, on-call employees, and employees who work less than 21 hours per week are not eligible to receive holiday pay/PTO.
- (7) If a holiday occurs during an employee's leave of absence, the employee will be paid for the holiday, and the time charged to the employee's PTO balance.
- (8) Clinica Sierra Vista recognizes that some employees may wish to observe, as periods of worship or commemoration, certain days which are not included in the organization's holiday schedule. Accordingly, an employee who desires to take a day off for such reason shall be permitted to do so, upon giving prior 30 days' notice to employee's supervisor and provided the employee's absence from work does not result in an undue hardship on the conduct of Clinica Sierra Vista's business. Employees may use accumulated days of PTO on such occasions.
- (9) Clinica Sierra Vista reserves the right to schedule work on an observed holiday.
- (10) The following holidays are typically observed by Clinica Sierra Vista:
- New Year's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Eve
 - Christmas Day
 - One (1) Floating Holiday*

This list may change at any time by the action of the Board of Directors. Clinics may not be closed for more than three (3) consecutive days.

- (11) If an employee is on an alternate work schedule and would not have worked, i.e. day off on the holiday, the unused PTO will remain in their bank for future use.

* The Floating Holiday is chosen by the employee with the approval of the supervisor.

JURY DUTY

Policy:

It is the policy of Clinica Sierra Vista to provide leave for employees summoned for jury or witness duty. Benefit eligible employees (regularly scheduled 30+ hours a week) who have successfully completed their introductory period are eligible for leave with pay for jury duty. During the year, the employee is then eligible to receive full pay for a maximum of *Five (5) days, (*40 hours) during which there will be no loss of accrued EIB, Sick or PTO (unless the employee is already on PTO for a pre-scheduled PTO absence for the same time period). Any time in excess of the applicable maximum will be charged to PTO or will be leave without pay at the option of the employee.

Comment:

Employees subpoenaed as witnesses may be authorized to take leave for such length of time as may be required by the court. For the purposes of this policy, witness duty does not typically include the following: appearance as an expert witness, witness duty for which the employee is a party to the case, or any case which may lead to financial gain for the employee.

Employees who receive a summons for jury duty shall notify their immediate supervisor promptly (with at least 2 weeks' notice) and provide a copy of the summons or subpoena to the supervisor. If such service is scheduled to occur at a time when the employee's work is of extreme importance to Clinica Sierra Vista, the employee should request a postponement of jury service. In extreme cases, the Chief of Human Resources will ask the court to excuse the employee from such service on behalf of Clinica Sierra Vista.

Any compensation received by the employee for jury duty service while on paid jury leave shall be submitted to the payroll department. The sum provided by the court for meals and mileage will be returned to the employee. Employees must use a time card while on Jury Duty and communicate with their supervisor on a daily basis during the service. The summons and a time card, which shall be punched daily for all time served in the Jury Services room, must be submitted to the Payroll Department within the corresponding pay period.

Employees must promptly return to work if they are dismissed from jury duty early or if their jury participation ends prior to the end of the work day. Employees who choose not to return to work will be charged PTO for the remainder of the work day.

If the employee forgets to use a timecard, loses their timecard, etc. they must obtain verification, in writing, from the Jury Services Department indicating the date(s) and time(s) served. A timecard or other appropriate backup from the Jury Services Department must be provided in order to qualify for the benefit.

* Part-Time benefit eligible staff will receive a prorated benefit (see policy 202).

BEREAVEMENT LEAVE

Policy:

It is the policy of Clinica Sierra Vista that benefit eligible employees (full time and regular part-time 30+ hours a week) who suffer a death in their immediate family will be given *24 hours of time off with pay. Eligible employees (1st of the month, following 90 days of service) are provided with paid time off for making funeral arrangements, settling family affairs, and/or attending the funeral or memorial service of a member of the immediate family. Clinica Sierra Vista reserves the right to require documentation of the death (e.g., death certificate, obituary, documentation from the funeral home). Time off for bereavement leave is arranged by notifying the employee's immediate supervisor.

The allotted time off with pay does not have to be consecutive. When extended travel of over 500 miles in each direction is required, an employee may request additional days off to facilitate such travel time. Additional days granted for extended travel will be at the discretion of management and, if granted, will be charged to the employee's accrued PTO. Any time off in excess of 24 hours must be approved by management. Employees who need to make this request may do so by contacting the Chief of Human Resources.

Comment:

"Immediate family" means the employee's father, mother, step parent, legal guardian, spouse (including registered domestic partner), brother or sister (including step or half), son or daughter (including step or adopted), brother or sister-in-law, mother or father-in-law, son or daughter-in-law, grandparents (including spouses), grandchildren, and persons for whom the employee has durable power of attorney.

* Part-Time benefit eligible staff will receive a prorated benefit (see policy 202).

VOTING ON ELECTION DAY

Policy:

It is the policy of Clinica Sierra Vista to adhere to applicable State Law on employee voting rights. Clinica Sierra Vista encourages each of its employees who are registered voters to participate in local, state, and federal elections, during non-working hours in order not to interrupt the business of Clinica Sierra Vista.

Comment:

If an employee does not have sufficient time to vote due to his/her work schedule, the supervisor may allow up to two (2) hours of paid time off (PTO) in order for the employee to travel to his/her polling place prior to its closing. The amount of paid time off allowed will be determined by the time required for the employee to travel between the work location and the appropriate polling place. If an employee discovers that he/she will be unable to vote due to his/her work schedule, he/she shall give advance notice of a minimum of two working days notice of the need for time off for voting to their immediate supervisor. Clinica Sierra Vista requires the time off to be taken only at the beginning or the end of the employee's shift. It shall be at the discretion of the supervisor as to which time period the employee will be excused. The employee may be required to provide proof that he/she actually utilized the paid time off for the purpose of voting.

RETIREMENT PLAN

Policy:

It is the policy of Clinica Sierra Vista to provide a retirement plan for its employees. All employees, except independent contractors, temporary agency staff, and non-resident aliens, who are at least 18 years of age, may be eligible for participation.

Each eligible employee may elect to contribute from employee's salary. Compensation is defined as the base salary excluding overtime, bonuses, commissions or any other special payments. Statutory limit is indexed and a new limit is set for each year. An employee is eligible to make a voluntary contribution immediately upon the commencement of employment. The employee's current taxable income is reduced by the amount he/she contributes through salary deferral.

If an employee has completed twelve (12) months of service and contributes at least 2% of compensation, Clinica Sierra Vista will match an additional 2% making the employee's contribution 4% of the employee's salary. In addition to the 2% match, Clinica Sierra Vista will also make a basic contribution of 2-4% based on the years of service according to the following schedule:

<u>Years of Service</u>	<u>Employer Basic Contribution</u>	<u>*Employer Match</u>	<u>Employer Total</u>
1 year but less than 5	2%	2%	4%
5 years but less than 10	3%	2%	5%
10 years or more	4%	2%	6%

All enrolled employees are fully vested at all times in employee deferrals and the earnings accumulated on such contributions. Clinica Sierra Vista contributions are fully vested in the event of the participant's death, disability, or attainment of age 65 (normal retirement age). Employees leaving employment with Clinica due to termination will be vested in the company contribution according to the following schedule:

<u>Years of Service</u>	<u>Vested Percent of Employers Contribution</u>
Less than 1 year	0%
1 year but less than 2	20%
2 years but less than 3	40%
3 years but less than 4	60%

4 years but less than 5	80%
5 or more years	100%

Enrolled employees may increase or decrease the elected rate of deferrals and may suspend contributions at any time during the year.

Distributions may be made in lump sum payments. Employees who are eligible to receive a distribution because of retirement will have additional payment options available.

Any questions regarding the organization's retirement plan may be directed to the Human Resources Department.

* Employer match will only be paid if employee contributes at least 2% of their own income.

SECTION 457 DEFERRED COMPENSATION PLAN*Policy:*

Clinica Sierra Vista has established a Section 457 I.R.S. Deferred Compensation Plan.

As an eligible employee, you have a unique opportunity to build retirement savings and reduce today's taxes with a Section 457 Deferred Compensation Plan.

Comment:

A 457 Plan allows eligible employees to defer compensation on a pre-tax basis through payroll deduction. This pre-tax advantage allows you to defer federal and in most cases, state income taxes until your assets are withdrawn. The advantages of a 457 Plan include reducing your current income taxes while boosting your retirement savings, allowing earnings to accumulate tax-deferred, and portability that allows you to move your savings to another public sector employer's 457 Plan.

Clinica Sierra Vista does not contribute to this plan. This plan is available to certain higher-compensated employees as determined by IRS regulations and the plan sponsor. The 457 Retirement Plan is an employee only contribution benefit opportunity.

Participation in this 457 Plan would occur through payroll on a pre-tax basis. Further details on this plan are available by contacting the Human Resources Department. Participation in this program is strictly on a voluntary basis.

LIFE, AD&D, LONG TERM DISABILITY INSURANCE

Policy:

It is the policy of Clinica Sierra Vista to provide Life, Accidental Death & Dismemberment, and Long Term Disability Insurance to all eligible employees.

Comment:

- (1) Eligible employees are full-time and those part-time employees working thirty (30) hours or more per week.
- (2) There is no cost to the employee for this coverage, although Life coverage in excess of \$50,000 will be subject to taxation as required.
- (3) Eligibility for this coverage shall begin the first of the month following ninety (90) calendar days of continuous service, after the employee's first worked day.
- (4) Refer to the specific policy for benefits under this plan.

GROUP LEGAL SERVICES

Policy:

It is the policy of Clinica Sierra Vista to make available to all employees a program of legal services and free legal consultations.

Comment:

- (1) If an eligible employee has the need for certain specific legal services or is just seeking some legal advice, they can contact any number of attorney's who work for the Group Legal Services Office at Chain, Cohn and Stiles.
- (2) After contacting the attorney, it is solely the employee's option if they wish to have the attorney handle the matter for them.
- (3) Staff is under no obligation to utilize the service.
- (4) Questions regarding this service should be directed to any human resource representative.
- (5) All classifications of employees are eligible to participate in the Group Legal Services Program.

TUITION REIMBURSEMENT

Policy:

It is the policy of Clinica Sierra Vista to encourage benefit eligible full-time employees to pursue relevant formal academic training, and to provide some financial incentive to support this activity. Clinica Sierra Vista will make tuition assistance available to eligible employees to encourage and develop their skills and to increase their knowledge.

Comment:

- (1) A full time employee, who has been a full time employee for at least 6 months, may request financial support for up to \$1,500 per calendar year. A maximum of \$500/quarter or \$750/semester will be allowed.
 - (A) The request for assistance must be approved by the appropriate Director (Medical, Dental, or Administrative) prior to enrolling in the course.
 - (B) Employees are eligible to receive reimbursement for the cost of books, tuition and/or lab fees.
 - (C) Reimbursement is dependent on achieving a grade of "C" or better in the class.
 - (D) Receipts documenting all expenses and an official record of the grade must be submitted with the request for reimbursement.
- (2) The requirements of tuition reimbursement must be accomplished outside of scheduled working hours.
- (3) Employees participating in this program must have received overall performance evaluations at least in the "standard" level for all categories, and must be in good standing.
- (4) Courses reimbursed under this program must be relevant to the employee's current job or potential future growth within Clinica Sierra Vista. Please refer to the "Guidelines for Tuition Reimbursement" for a list of acceptable courses.
- (5) Courses taken must be from an educational institution approved by the Human Resources Department.
- (6) If an employee terminates employment prior to the completion of the course(s), Clinica Sierra Vista will not provide any reimbursement for the course. An employee who leaves Clinica Sierra Vista as the result of a reduction in force, or commences an approved leave of absence, will be reimbursed for the course(s) if it was approved prior to departing Clinica Sierra

Vista or beginning the approved leave.

(7) Employees receiving educational benefits from other sources such as state and federal veteran programs, scholarships, grants or other types of aid will be entitled to receive reimbursement for only that portion of the cost which is not covered by the other sources. Employees are eligible for reimbursements if they are receiving student loans.

(8) Clinica Sierra Vista adheres to all applicable laws and regulations relating to tuition reimbursement programs. For undergraduate courses, reimbursements up to the maximum annual eligibility of \$1,500 per calendar year will not be subject to taxation except as amended by federal law. For postgraduate courses, all reimbursements are subject to state and federal taxation.

(9) The Board of Directors may award a stipend of \$250 per year to the student representatives on the Board. The recipients must evidence enrollment or intention to enroll in a formal course of study beyond high school graduation.

Procedure:

- Employee selects course(s) that meet the above requirements.
- Employee submits the “Request for Tuition Reimbursement” form to his/her immediate supervisor, who verifies eligibility and relevancy of the courses using above requirements and either approves or disapproves, then submits request to department director.
- Department director approves or disapproves and submits to the Chief of Human Resources, who verifies employee’s eligibility and acceptability of course(s) and educational institution and informs employee of the request’s approval or disapproval.
- Employee enrolls in course(s).
- Employee completes course(s) with a grade of C or better, and submits documentation of grades and covered expenses to the Human Resources Department for reimbursement. All requests for reimbursement must be submitted within sixty (60) days of the completion of the course(s) in order to be eligible for reimbursement. Reimbursement is dependant on successful completion of the course(s). For example, achieving a “C” or better or achieving a certificate (if letter grades are not given).

CONTINUING EDUCATION FOR LICENSE/CERTIFICATION RENEWAL*Policy:*

It is the policy of Clinica Sierra Vista to expect all licensed and/or certified staff to remain current with educational obligations to maintain their validated licenses/certifications.

Comment:

- (1) Clinica Sierra Vista will provide reimbursement for and/or leave with pay for the expressed purpose of obtaining continuing education credits for those employees who must periodically renew their licenses/certifications and provide proof of completion of a predetermined number of hours of approved continuing education. This policy applies to medical and dental providers, registered nurses, vocational nurses, pharmacists, clinical psychologists, marriage and family counselors, social workers, laboratory technologists, x-ray technologists, nutritionists who are registered dietitians, registered dental assistants, certified medical assistants, and other staff who have educational obligations related to a relevant license/certificate. See the “Guidelines for CME and Dues and Subscription Benefits for Physicians and Dentists” for additional rules and clarification. (Available on the CSV intranet, under CSV forms, Human Resources).
- (2) In order to qualify for leave with pay for continuing education, an employee must have been employed by Clinica Sierra Vista for a minimum of three (3) months and be actively working. Employees on a leave of absence for any other reason do not qualify for CE/CME leave or pay while on Leave of Absence. Generally, employees may not use CE/CME during their notice period prior to termination. If a long termination notice period is given, CE/CME may be allowed if it is approved and is taken more than 30 days prior to the last day worked.
- (3) Employees who work at least twenty-one (21) hours/week shall be eligible for continuing education (CE) leave on a prorated basis of the hours outline in paragraph (5).
- (4) A Request for Time Off form with an attached copy of the descriptive brochure of the conference or course must be submitted to the appropriate Director (Medical, Dental, and/or Administrative) for approval at least two (2) months in advance for physicians, dentists, mid-level practitioners, and at least one month for all other employees.
- (5) Those employees who require fifteen or fewer hours of continuing education each year may take a maximum of three days (24 hours) leave during any one-year period of employment. Those who require twenty (20) hours of continuing education each year, may take a maximum of four days (32 hours) leave during any one (1) year period of employment. Employees who

require twenty-five (25) hours or more of continuing education each year, may take a maximum of five days (40 hours) leave during any one (1) year period of employment.

(6) Employees who require 11 or fewer hours of continuing education will be reimbursed for registration, travel, lodging, and meals up to a total of \$600 during any one (1) anniversary year of employment. Employees who require twelve to fifteen (12 -15) hours of continuing education will be reimbursed for registration, travel, lodging, and meals up to a total of \$900 during any one (1) anniversary year of employment. Employees who require twenty (20) hours of continuing education each year will be reimbursed for registration, travel, lodging and meals up to a total of \$1,200 during any one (1) anniversary year of employment. Employees who require twenty-five (25) hours of continuing education each year will be reimbursed for registration, travel, lodging and meals up to a total of \$1,500 during any one (1) anniversary year of employment. Any balance remaining at the end of the year is not carried over to the following year.

(7) If additional time away from work is desired to attend a specific conference, personal time off (PTO) may be used with the approval of the supervisor.

(8) It is the responsibility of the employee and the department to ensure that any requirements to maintain the current license or certification are fulfilled. Proof of satisfying appropriate educational requirements must be evident in the employee's personnel file by one or more of the following:

(A) Documentation of courses taken and units earned.

(B) Certification of units earned.

(C) Evidence of having met requirements (e.g. issuance of a license or certificate which was dependent on meeting continuing education requirements). It is the responsibility of the employee to assure that required documentation is submitted to the Human Resources Department for inclusion in his/her file.

(9) Employees must also maintain a copy of their current, dated license in their department and in their personnel file located in Human Resources.

(10) Any employee who is required to have a license/certification in order to conduct his/her duties, and allows that license/certification to expire, will be suspended without pay until such time as a current license/certification is provided. Any employee who fails to renew a required

license/certification within thirty (30) days of the expiration date of the previous license/certification shall be terminated.

(11) There will be no approval for travel out of the country.

EMPLOYEE ASSISTANCE PROGRAM

Policy:

Clinica Sierra Vista wishes to assist employees who recognize that they or their dependents may need confidential counseling and assistance to help resolve problems. These problems may interfere with their abilities to perform their job in a satisfactory manner. Employees or their dependents may voluntarily seek the services of the Employee Assistance Program (EAP).

Comment:

The Employee Assistance Program utilizes trained professionals who will provide confidential help for your personal, job, and family problems. Everyone during certain times in our lives, experience personal problems, job pressures, or family stresses which cause us to perform our jobs less effectively. The purpose of the EAP is to assist you with these problems. The EAP counselor provides the employee and members of his/her family with confidential counseling and assistance to help resolve these problems. Often, problems which seem unresolvable to the individual can readily be solved when they are shared with a trusted and trained professional.

There may be an instance where a supervisor believes that there is a problem with an employee's performance and that the performance would be improved if the employee were seen by a counselor in the EAP program. In some cases where employee performance/behavior is significantly affected by events in an employee's life, a mandatory referral to the EAP may be made as a condition of continued employment. In cases such as this, the supervisor will work closely with the Chief of Human Resources and the Chief of Human Resources will make the referral. Only the Chief Executive Officer and/or the Chief of Human Resources are authorized to make a mandatory referral. In the event of a mandatory referral, the employee will be required to provide a certification from the EAP that the employee is attending the required program and complying with the recommendations of his/her counselor. At no time will management request any information regarding diagnosis or treatment. Just as voluntary use of the EAP is confidential, a management referral is also confidential. The only information that Clinica Sierra Vista will receive from EAP is whether or not the employee did attend.

Clinica Sierra Vista also offers a Traveling Assistance benefit when employees travel more

than 100 miles from home or visit a foreign country. Information about the traveling assistance program can be obtained by contacting any human resource representative.

EMPLOYEE DIVERSION PROGRAM PARTICIPATION*Policy:*

At the discretion of Clinica Sierra Vista's Chief Executive Officer, employees who have been found to abuse the use of illegal or legal drugs, alcohol or who suffer from a disabling mental disorder, shall be required to enter an officially-sanctioned diversion program as a condition of continuing employment. Failure to accept, participate in a therapeutic manner or complete the program either voluntarily or involuntarily shall result in termination of employment.

Comment:

Clinica Sierra Vista shall cooperate with the diversion program through the appointment of a work site monitor, the monitoring of behavior and work performance and the filing of required reports. Work scheduling and responsibilities will be adjusted to accommodate the employee's accountability to the diversion program. All circumstances involved in the detection of the employee's behavior, the discipline taken, the participation in the program and the outcome of the program shall be held in strictest confidence. The information shall not be placed in the employee's personnel file, but shall be kept in a secure file only accessible to the Chief Executive Officer, the Chief of Human Resources, the Chief Medical Officer and the Work Site Manager.

EMPLOYEE COMMUNICATION PROGRAMS

Policy:

It is the policy of Clinica Sierra Vista to encourage and maintain open communication between employees and management. Clinica Sierra Vista has created the following programs to assist in the communication process ⁽¹⁾ Opportunity For Improvement (OFI), ⁽²⁾ Direct Connect, and ⁽³⁾ Confidential Hotline Forms are located on the intranet.

Opportunity For Improvement

- (1) All non-management personnel are eligible to participate in the OFI Program.
- (2) The Chief Executive Officer will evaluate all properly submitted suggestions and will determine which will be accepted or rejected and, in the case of acceptance, will set the level of the reward, as deemed appropriate.
- (3) For the purposes of the program, an OFI is defined as a constructive idea that might help solve a problem, improve operations or procedures, or make Clinica Sierra Vista a better place to work. Examples of eligible OFIs include:
 - (A) A more efficient way to do a job.
 - (B) An improvement in product quality.
 - (C) A reduction of waste or spoilage.
 - (D) A more efficient use of plant or office space.
 - (E) A new source for buying materials or supplies.
 - (F) An idea for improving attendance and punctuality.
 - (G) An idea for reducing energy consumption and other costs.
 - (H) A method of making work areas safer, cleaner, or more comfortable.
 - (I) A better way of safeguarding organization and employee property.
 - (J) An improvement in organization policies.
- (4) To be considered for evaluation, all suggestions must be submitted in writing to the Chief Executive Officer. Forms for this purpose are available from the Human Resources Department and on the Intranet. Each OFI form must be signed, dated, and mailed or delivered to the Director of Quality Management.

DIRECT CONNECT

All employees are eligible to complete and submit Direct Connect Forms to the CEO directly or to the Direct Connect Mailbox. Employees are encouraged to openly communicate their (1) complaints, (2) suggestions, (3) FYI's, and/or (4) compliments. All Direct Connect forms submitted will be reviewed, as appropriate. Employees may submit anonymous Direct Connects or be identified on the form. All employees who give their name will receive a response directly from the CEO. Employees who give their names on the Direct Connects are also eligible to be included in a monthly drawing for prizes. Direct Connects are available in Human Resources and on the Intranet.

CONFIDENTIAL CSV HOTLINE 1 (661) 328-4244 (external) x4244 (internal)

CSV maintains a confidential hotline for all staff to call in and leave a message. The hotline will be maintained and monitored by the corporate compliance officer.

EDUCATIONAL ACHIEVEMENT PROGRAM

Policy:

It is the policy of Clinica Sierra Vista to reward child(ren) of benefit eligible employees (regularly scheduled 30+ hours a week) with an educational related gift card for achieving good grades.

Comment:

In order to qualify, the following requirements must be met:

- 1) The employee must have been employed by Clinica Sierra Vista for the entire school year.
- 2) The employee's benefit eligible child(ren) must be in the 4th through 12th grades.
- 3) The child(ren) must receive a GPA of 3.0 or better for the overall school year average .
- 4) The employee must complete a Educational Achievement Award Request and attach copies of the report cards for the given school year and submit to Human Resources by July 15th of each year.
- 5) Each individual child is eligible for one giftcard per school year.

SERVICE AWARDS

Policy:

It is the policy of Clinica Sierra Vista to recognize long and faithful service to the organization by presenting service awards to eligible employees in accordance with the guidelines set forth below.

Comment:

- (1) All regular full-time employees shall receive a service award upon completion of five (5) years of continuous service and at the end of every five (5) years of continuous full-time service thereafter.
- (2) All full-time (40-hour only) employees completing twenty (20) years of service will be granted a \$500.00 service award, twenty-five (25) years will receive \$1,000 service award, thirty (30) years will receive \$1,500, thirty-five (35) years will receive \$2,000, forty (40) years will receive \$2,500, and forty-five (45) years will receive \$3,000.
 - (A) In order to be eligible for monetary service awards, the employee must currently be, and have been a full-time employee. Movement between part-time and full-time status will make the employee ineligible for the monetary service award.
- (3) The Chief of Human Resources is responsible both for identifying those employees to be honored and for ordering the awards.

LEAVES OF ABSENCE

Policy:

It is the policy of Clinica Sierra Vista to grant leaves of absence to all eligible employees on a non-discriminatory basis. Unless specifically provided otherwise, all leaves of absence (LOA) are available on an unpaid basis. Clinica Sierra Vista may grant employees leaves of absence under certain circumstances for various reasons, including, but not limited to, a personal leave of absence, an educational leave of absence, a leave due to an arrest and/or incarceration, a medical leave of absence, pregnancy disability leave, family leave (FMLA and/or CFRA), paid family leave, military leave, leave for victims of domestic violence, bereavement leave or leave for jury duty. Prior to taking any LOA, employees must contact their supervisor and the Human Resources Department.

General:

An employee who misses work must contact their supervisor at least one (1) hour before their scheduled reporting time. Supervisors should notify Human Resources immediately if an employee misses work for any reason. Employees who are off work for more than two (2) days must also contact Human Resources directly regarding the time off. Time off from work for various reasons may qualify as a leave of absence under the various LOA options in Clinica Sierra Vista policies. Employees who are absent from work and do not contact their supervisor or Human Resources for more than 1 day may be considered absent without leave and to have voluntarily abandoned their position.

The following is general information and should serve as guidelines for employees who take a leave of absence.

- (1) An employee's eligibility to be reinstated to a position at CSV may vary depending on the reason the employee is off work and other factors. CSV will comply with state and federal leave laws regarding reinstatement.
- (2) If an employee fails to return to work at the conclusion of an approved leave of absence, the employee may be subject to termination. The effective date of termination will be the day following the last day of the final approved leave of absence period.
- (3) During a LOA employees must utilize 24 hours of Sick, then EIB. PTO may electively be used once Sick and EIB have been exhausted. If Sick balances resets while the employee is on leave of absence, any sick hours already used will not be deducted from the new balance.
- (4) Employees on leave of absence are not eligible for Continuing Education, Jury Duty, Bereavement, or Tuition Reimbursement benefits.

- (5) An employee on a benefit protected leave of absence who continues to get a paycheck because of accrued PTO, Sick, and EIB will have the normal health insurance deduction held from the check. When an employee has exhausted all paid time benefits or otherwise is not entitled to compensation of any kind, the employee will be required to pay their share of the normal health deduction in order to continue group health benefits.
- (6) Employees may be required to turn in phones, keys, badges, computers, and other company property during a leave of absence.
- (7) Requests for leaves other than those covered by law, i.e. maternity, family, military etc., must be approved by the Supervisor, appropriate Department Director, Chief of Human Resources and the Chief Executive Officer. Because of the difficulties presented, approval will not be easily given. The employee must prepare a formal written request along with backup.
- (8) Employees are required to remain in the immediate vicinity of their residence, except for travel related to necessary medical treatment during their LOA. Requests for vacation time should be submitted in accordance with PTO policy 207. Abuse of leave time may lead to disciplinary action, up to and including termination of employment.
- (9) Employees will continue to accrue PTO, Sick, and EIB while on PTO. Employees will not accrue EIB, Sick, or PTO while on EIB, Sick or on a leave of absence without pay. PTO accrual may be prorated if employees are out on EIB or Sick and PTO in the same pay period as appropriate.
- (10) For an employee on an unpaid leave of absence that exceeds 30 consecutive calendar days, that employee's salary review date will be forwarded by the total number of days on leave without pay.
- (11) Employees who are denied SDI may request to the CEO to utilize PTO. Employees must place their requests for a leave of absence in writing. All LOA requests must be submitted to the CEO for approval. No Leave of Absence without pay will be granted for more than the amount of time legally required to be off by law, unless approved by the Chief Executive Officer. Generally, extensions for LOA's must be submitted in writing and will be approved or denied by the CEO as appropriate.
- (12) Employees must contact the Human Resources Department a minimum of once per month to update them on their return to work status, or no later than 2 days prior to their return to work, and for any other change of LOA status.
- (13) If the required paperwork, as requested by the Human Resources and Payroll Departments

is not received in a timely manner (within 15 days), the LOA may be denied. Any employee who feels there is a discrepancy in the calculation of their PTO, Sick, EIB, etc. must submit a request with supporting documentation (i.e. doctor's notes, certifications, etc.) to the Human Resources Department no later than thirty (30) calendar days from the date of the employee's return from the absence. Requests for corrections after thirty (30) days are subject to denial.

Eligible employees may apply, as appropriate, for the types of leaves below:

(1) **PERSONAL LEAVE OF ABSENCE** – At the discretion of the CEO, a short term unpaid Personal Leave of Absence may be granted to an employee in cases where the employee is not otherwise eligible for a leave of absence under CSV policies. Employee may be required to elect COBRA coverage or otherwise cover the cost of health insurance benefits during the personal leave of absence. The leave does not necessarily include a right of reinstatement.

(2) **EDUCATIONAL LEAVE OF ABSENCE** - An unpaid Educational Leave of Absence may be granted to an employee who desires to continue employee's education in order to prepare for added responsibilities in employee's employment. Granting an Educational Leave absence is at the discretion of the CEO. A determination of eligibility may include an evaluation of the potential benefit to CSV. Employee may be required to elect COBRA coverage or otherwise cover the cost of health insurance benefits during the leave of absence. Generally, the employee will be expected to cover the cost of the additional education. The leave does not necessarily include a right of reinstatement.

(3) **LEAVE OF ABSENCE DUE TO AN ARREST AND/OR INCARCERATION** - An employee who is unable to report for work because of arrest and/or incarceration may be terminated for abandoning his/her position, but could, at the discretion of the CEO, be placed on a leave of absence. Prior to return to work, a consultation between the employee's department head and the Chief Executive Officer will determine whether continued employment would be consistent with the safe and efficient operation of Clinica Sierra Vista's business. Employee may be required to elect COBRA coverage or otherwise cover the cost of health insurance benefits during the leave of absence. The leave does not necessarily include a right of reinstatement.

(4) **MEDICAL LEAVES OF ABSENCE (Non Workers' Compensation Related)**

(1) Any employee who is temporarily disabled and unable to work due to a medical condition may qualify for a Medical Leave of Absence. The term medical condition as used herein encompasses all temporary medical disabilities, including, but not limited to, pregnancy,

childbirth, and related medical conditions.

Except as described in the specific leave of absence policies set forth by CSV, an employee who is granted a medical leave of absence must generally utilize any accrued Sick and EIB benefits and after exhaustion of EIB, may utilize PTO benefits during the period of his or her leave. Any portion of a leave that occurs after all Sick, EIB and PTO benefits have been exhausted shall be without pay. The total period of all absences related to the same medical condition shall be considered part of the same leave.

(2) An employee who requires a leave of absence for medical reasons must notify the Human Resources Department in writing of the need for such a leave as soon as the employee learns that they are, or will become, temporarily disabled and unable to work due to a medical condition. Such notice must specify the reason for the leave, the date such leave will begin, and the expected duration of the disability. An employee who requests such a leave will be required to provide initially (within 15 days) and from time to time proof of disability in the form of a physician's statement. An employee returning from a medical leave of absence will be required to provide a physician's statement that indicates that they are fit to return to work. Employees are encouraged to apply for SDI immediately upon learning of their need for a personal medical leave of absence. See State Disability Insurance policy (209) for more information.

(3) Although Clinica is unable to guarantee reinstatements in all cases, an employee who returns to work at the end of their leave of absence will be returned to their former position, if available. Employees returning may be reinstated to an equivalent position in another location and/or new schedule/shift.

(4) Requests for extensions of a leave of absence will be considered if they are received by the Human Resources Department in writing before the expiration of the approved leave, are supported by proof of continued disability in the form of a physician's statement. An employee who fails to report for work at the end of an approved leave will be deemed to have voluntarily resigned.

(5) **PREGNANCY DISABILITY**

Clinica Sierra Vista recognizes that certain employees may need a leave of absence due a pregnancy related disability. California Pregnancy Disability Leave (PDL) provides an eligible employee with a maximum of four (4) months of leave for disability associated with pregnancy, childbirth and related medical conditions. The Family and Medical Leave Act (FMLA) also

provides eligible employees with up to twelve (12) work weeks of leave due to a disability related to pregnancy. If the length of service eligibility requirements are met, both the FMLA and the PDL run concurrently and are tracked concurrently. The leave does not run concurrently with family and medical leave under California law (CFRA).

An employee is eligible for PDL immediately upon employment. Employees needing to request PDL must contact the Human Resources Department.

If an employee is disabled due to pregnancy, childbirth, or related medical condition the employee may take up to a maximum of four months leave. As an alternative, CSV may transfer the employee to a less strenuous or hazardous position upon employee's request and the advice of her physician, if the transfer can be reasonably accommodated.

An employee who needs pregnancy disability leave (PDL), must provide CSV with reasonable advance notice. In addition, employee must provide CSV with a health-care provider's statement certifying the last day the employee can work and the expected date of return.

Pregnancy disability leaves are without pay. Pregnant employees must use all accrued Sick and EIB leave while on pregnancy leave. Pregnant employees are not required to take PTO but may do so at the employee's option. All such PTO/Sick/EIB payments will be integrated with any state disability or other wage reimbursement benefits that the employee may receive.

If the employee is eligible for PDL or FMLA/CFRA, CSV will maintain any group health insurance coverage that the employee was provided before the leave was taken and on the same terms as if the employee had continued to work. Employees will be required to submit their share of the premium payments in a timely manner. In some instances, CSV may recover its share of the premiums it paid to maintain health coverage if the employee fails to return to work following the pregnancy disability leave. If the employee is not eligible, or runs out of protected leave, the employee will not receive continued paid group health care coverage. If the employee is not entitled to continued paid group health insurance coverage, the employee may continue coverage through CSV in conjunction with COBRA guidelines by making monthly payments to the COBRA Administrator for the amount of the relevant premium. The employee should contact the Human Resources department for further information.

Employees who elect COBRA must pay their initial premium within forty-five days of the date of election to continue their healthcare coverage. Subsequent payments must be made within the latest of: (1) thirty days; (2) the date employees are required to pay premiums to the

plan, if employees are required to pay at all; or (3) the grace period allowed by the insurance company for the payment of premiums by the employer. If payments are not received on a timely basis this may lead to retroactive termination of COBRA coverage.

In most circumstances, upon the submission of a medical certification that employee is able to return to work, employee will be offered the same position held at the time of the leave or an equivalent position. However, employee will not be entitled to any greater right to reinstatement than if employee had been employed continuously rather than on leave. For example, if employee would have been laid off if employee had not gone on leave, then employee will not be entitled to reinstatement. Similarly, if employee's position is filled during the leave in order to avoid undermining CSV's ability to operate safely and efficiently, and there is no equivalent position available, then reinstatement may be denied.

(6) **FAMILY LEAVES**

Under certain conditions as outlined by State and Federal laws, employees may be eligible for CFRA (California Family Rights Act) and/or FMLA (Family Medical Leave Act).

(1) **Eligibility for Leaves.** Any employee who has completed at least 12 months of service and has worked at least 1,250 hours of service during the 12-month period preceding the date the leave would begin may request a family leave of absence. An employee must also work within a 75-mile radius of 50 or more employees of the organization in order to be eligible for a leave under this policy. Subject to the conditions of this policy, eligible employees may request up to 12 weeks family leave during a 12-month period. The 12-month period used under this policy to measure the 12-week limitation will be measured from the date the employee's first family leave begins. For military caregiver leave, an eligible employee may request up to 26 weeks of time off during a 12-month period to provide care to a covered service member of the Armed Forces, as defined by law. The 12-month period shall be measured forward from the date the leave begins. Employees should contact their supervisor as soon as they become aware of the need for a family or medical leave.

(2) **Permissible Purposes of Family and Medical Leaves.** An eligible employee may request a family and medical leave for one or more of the following reasons: (1) for the birth of the employee's child, (2) for the placement of a child for adoption or foster care with the employee or the registered domestic partner of the employee; (3) to care for an immediate family member (spouse, child, parent), registered domestic partner, or child of a registered domestic partner provided the person being cared for is suffering from a serious health condition; (4) due

to a serious health condition that prevents the employee from performing the functions of employee's position; (5) due to a "qualifying exigency" arising out of the fact that the spouse, son, daughter or parent of the employee is on active duty, or has been notified of an impending call to active duty status in support of a contingency operation, as defined by law (the term "qualifying exigency" will be interpreted in accordance with guidelines promulgated by federal regulation) or (6) due to a serious illness or injury sustained in the line of duty while on active duty by a covered service member that causes an employee who is the spouse, son, daughter, parent or next of kin of the service member the need to provide care. Any leave of absence that is granted to an employee under this policy or any other policy for a purpose specified above shall be credited against the twelve (12) week limit (or twenty six (26) week limit for military caregiver situations) contained in this policy to the maximum extent permitted by law.

Leave time taken for pregnancy disability leave will NOT be included in calculating the personal, family, and new child leave the employee is entitled to under the CFRA, but will count toward FMLA leave.

Absence from work due to a work-related illness or injury (workers' compensation leave) or a disability which constitutes a serious health condition will be counted as FMLA/CFRA leave time for purposes of calculating leave time taken by an eligible employee. However, the total length of available time off for such an absence is controlled by the employee's medical recovery, disability and/or the business needs of the Company and may be longer than the 12 weeks of leave guaranteed under the FMLA and CFRA. Leave under these circumstances will be evaluated on a case-by-case basis.

(3) **Benefits During Leave.** An employee who is granted a family (FMLA or CFRA) leave of absence must utilize any accrued PTO, Sick, and EIB during the leave. (Up to one week of PTO may be retained at the employee's option). However, if the leave is pregnancy related, the employee will not be required to use PTO benefits but must generally utilize any available Sick and EIB benefits during the leave. If the employee is receiving temporary disability benefit payments from some other source (e.g. SDI), the employee will be required to use PTO, Sick and/or EIB benefits to supplement the SDI while on the leave. The use of paid leave will not extend the length of a family and medical leave.

If the employee is on an FMLA/CFRA/PDL approved leave, health insurance benefits ordinarily provided by the employer, and for which the employee is otherwise eligible, will be continued during the period of the leave if the employee elects to continue paying his or her share of the premiums for such coverage. If the employee wishes coverage to continue, the

employer will continue to pay its share of the premiums for the period of the eligible leave. Clinica may recover the premiums paid for the employee's coverage during any period of unpaid leave. The employee must pay their share of the premiums for employee and dependent coverage by making payments to the employer, in care of the Human Resources Department, at the same time as such payments would be made if they were paid via payroll deductions. Failure to make payments may result in the termination of coverage. Supplemental life and disability insurance coverage that is in effect when a leave begins will be continued automatically at the employee's expense. The employee should make arrangements to pay the costs of such coverage.

(4) **Notification Rules.** An employee must provide proper notification as a condition of eligibility for a leave. A failure to comply with these notice rules may result in a denial or postponement of the requested leave until the employee complies with these rules. However, if the need for a family leave results from an emergency or is otherwise unforeseeable, the leave will not be denied simply because an employee fails to provide advance notice.

Employees seeking to use family or medical leave will be required to provide the following:

- (1) 30-day advance notice when the need for the leave is foreseeable and notification to CSV as soon as practicable in unforeseeable circumstances;
- (2) medical certification from the health-care provider of the person suffering from the serious medical condition within fifteen days after CSV sends/provides the employee with a request for certification. CSV will send/provide this request within five business days of the employee's request for FMLA/CFRA leave. If the employee fails to timely provide certification, CSV may delay or deny the commencement of the employee's leave until the certification is submitted;
- (3) fitness-for-duty certificate prior to being restored to employment. If the employee fails to furnish such certification, CSV may delay the employee's return to work until certification is provided. However, a fitness-for-duty certificate will not be required if employee takes FMLA/CFRA leave based on an approved intermittent basis.;
- (4) periodic recertification. CSV will not require recertification more frequently than every 30 days or the duration of the original medical certification (whichever is longer);
- (5) periodic reports during the leave; and
- (6) two-workdays' notice prior to the date the employee intends to report to work if the circumstances of his/her leave change and he/she is able to

return to work earlier than expected.

When leave is needed to care for an immediate family member or employee's own serious health condition, and is for planned medical treatment, employee must try to schedule treatment so as not to unduly disrupt CSV's operation.

(5) **Certification By Health Care Provider.** If an employee requests a leave due to a serious health condition of the employee or a family member, the employee must support the request with a certification issued by the health care provider of the individual with the serious health condition. The certification should include the following information: (1) the date, if known, on which the serious health condition commenced; (2) the probable duration of the condition; (3) an estimate of the amount of time that the health care provider believes that the employee needs to care for the individual requiring the care; and (4) a statement that the serious health condition warrants the participation of a family member to provide care during a period of the treatment or supervision of the individual requiring care. If an employee requests intermittent leave for planned medical treatment, the certification should specify the dates on which such treatment is expected to be given and the duration of such treatment. If the time estimated by the health care provider under (3) above expires, the employee must submit a re-certification if the employee desires additional leave. In addition, extensions may not be granted that cause the total period of the leave to exceed the 12-week limitation identified above.

(6) **Reemployment Privileges.** Except where the law authorizes a different result, an employee who complies with the provisions of this policy will be reinstated as appropriate, provided that the total period of the leave does not exceed 12 weeks. The employee will be reemployed in the same or an equivalent position as that which he or she occupied when the leave commenced. An employee who takes a leave because of his or her own serious health condition must provide a medical certification verifying that he or she is able to return to work in the same manner as employees who return from other types of leave. The employee has no greater right of reinstatement than if employee had been continuously employed rather than on leave. For example, if employee would have been laid off and the employee not gone on leave, or if the employee's position has been eliminated during the leave, employee will not be entitled to reinstatement. Employees who qualify as "key employees" (an eligible salaried employee who is among the highest paid ten percent of employees employed by the company within 75 miles of CSV's work site at the time of the leave request) may be denied restoration to employment following FMLA/CFRA leave on the grounds that such

restoration will cause substantial and grievous economic injury to CSV. CSV will notify the employee if he/she is considered a key employee at the time the employee is notified that his/her leave is considered FMLA or CFRA leave.

If an employee fails to return for work immediately after the period of the approved leave expires, the employee will be considered to have voluntarily separated from the employer's employment.

(7) CSV Commitment to Provide Family and Medical Leave. CSV will not interfere with, restrain, or deny the exercise of any right provided by state or federal law to take family and/or medical leave. CSV will not refuse to hire and will not discharge or discriminate against any individual because of an individual's involvement in any proceedings related to family or medical leave.

(7) PAID FAMILY LEAVE

All California workers who are covered by the State Disability Insurance (SDI) program will also be covered for Paid Family Leave (PFL). If a PFL eligible employee has to stop working or has to reduce their hours to care for a family member who is seriously ill or to bond with a new child, they may be eligible to receive PFL benefits. Employees leaving work to provide care for a seriously ill family member or to bond with a new child, will receive information, as required by law, on PFL. Employees must inform the Human Resources Office in writing regarding their desire to apply for Paid Family Leave. PTO, Sick, or EIB benefits will not be coordinated during Paid Family Leave. For more information about PFL, contact the Human Resources Department.

(8) MILITARY LEAVE

Policy:

In accordance with the federal Uniformed Services Employment and Reemployment Rights Act (USERRA), Clinica Sierra Vista allows its employees to take up to five (5) years of unpaid military leave to serve in the uniformed services. USERRA applies to persons who perform duties in the uniformed services, either voluntarily or involuntarily.

“Uniformed Services” includes Army, Navy, Marine Corps, Air Force, Coast Guard, Army Reserve, Naval Reserve, Marine Corps Reserve, Air Force Reserve, Coast Guard Reserve, Commissioned corps of the Public Health Service, or any category of persons designated by the President of the United States

in time of war or emergency. Service includes active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty or absence from work for an examination to determine a person's fitness for any duty.

Notice of Leave:

Employees must give Clinica Sierra Vista advance notice of their impending uniformed services leave unless such advance notice is impossible, unreasonable, or precluded by military necessity. A copy of military orders must be provided to the immediate supervisor before the leave begins.

Length of Leave:

Clinica Sierra Vista establishes a limit of five (5) years for uniformed services leave. Emergency call-ups, reserve drills, and annually scheduled active duty for training, etc., are not counted toward those five years. In addition, Clinica Sierra Vista may extend those five years in certain circumstances. Those circumstances include initial enlistments that last more than five years and involuntary active duty extensions and recalls.

Continuation and Reinstatements of Compensation and Benefits:

Under USERRA, uniformed services leave is unpaid. However, Clinica Sierra Vista will allow employees to choose to use Personal Time Off (PTO) before commencing their leave. Upon return from leave, the employee must bring in documentation showing their earnings from military duty and can request PTO to make up the difference in their reduced wages by coordinating PTO, if PTO is available in the employee's PTO bank.

Pension Plans:

For the purposes of vesting and benefit computation in pension and other retirement plans, uniformed services leave time is considered continued service. If an employee would have become eligible for a pension or other retirement plan while on leave, that employee will be placed on the plan retroactive to the date of eligibility when he/she returns.

Documentation:

Clinica Sierra Vista will require documentation from employees who have been on uniformed services leave for fifteen (15) days or more. That documentation must show that the five-year service limit was not exceeded, that the application for reemployment was timely, and that the employee was not discharged from service under dishonorable conditions. Clinica Sierra Vista will not delay or deny any employee reemployment because the employee does not have the proper documentation. If the proper documents are received later, and they show that the

employee is not eligible under USERRA, Clinica Sierra Vista may terminate that employee immediately.

(9) VICTIMS OF DOMESTIC VIOLENCE

Policy:

Under California Labor Code Section 230.1, employees who identify themselves as domestic violence victims may be entitled to leave under specific circumstances. For the purpose of this policy, "domestic violence" is defined as abuse perpetrated against the employee, a spouse or former spouse, a child of the perpetrator, a person with whom the perpetrator is living or has previously lived with, a person the perpetrator has dated or is currently dating, a person the perpetrator has had a child with, or a person otherwise related by blood to the perpetrator under certain circumstances.

Eligibility:

An employee who is a victim of domestic violence may be entitled to job-guaranteed leave from work for any of the following reasons to seek medical attention for injuries caused by domestic violence; to obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence; to obtain psychological counseling relating to an experience of domestic violence; or to participate in safety planning or take other actions to enhance safety from future domestic violence, including temporary or permanent relocation.

As a condition of taking time off for the reasons described above, the employee must give Clinica Sierra Vista reasonable advance notice of the employee's intention to take time off, unless the advance notice is not possible. Therefore, it is best for the employee to tell his/her supervisor as soon as possible about the upcoming absence from work.

If the appointment is unscheduled, or the leave is taken to respond to an emergency or crisis, the employee may be required to provide Clinica Sierra Vista with written documentation of his or her status as a domestic violence victim within a reasonable time after the absence from work. That written documentation, called "certification" can be any of the following: a police report indicating that the employee is a domestic violence victim; a court order protecting or separating the employee from the batterer, or other documentation from the court or the prosecuting attorney that the employee has appeared in court; or documentation from a medical professional, domestic violence advocate, health care provider, or counselor that the employee was undergoing treatment for physical or mental injuries or abuse caused by domestic violence.

California Labor Code Section 230 entitles domestic violence victims to take leave to testify at court hearings and obtain relief such as restraining orders.

Employers are required to keep the information obtained from the employee requesting leave confidential.

Pay While on Leave:

Under some circumstances employees may get paid for the leave. An employee who is a domestic violence victim is allowed to use Sick time and accrued Paid Time Off for this leave.

Retaliation:

Clinica Sierra Vista will not fire, threaten to fire, demote, suspend, retaliate or discriminate against an employee who is a victim of domestic violence for taking leave from work for the reasons described above.

(10) BONE MARROW AND ORGAN DONATION LEAVE

Policy:

Eligible employees may take up to five days of paid leave for bone marrow donation or 30 days of paid leave for organ donation in any one-year period. During the leave, employees are entitled to retain their benefits, including group health care coverage, and accrue benefits at the same rate as if they had not taken leave at all. This leave may be taken in one or more periods of time (continuously or intermittently).

This leave is not counted against the allotment of leave provided for under the Family Medical Leave Act or the California Family Rights Act.

Employees returning from donor leave shall be reinstated to the position held before the leave began, or a position with equivalent seniority status, benefits, pay and other terms and conditions of employment.

Eligibility:

Employees of Clinica Sierra Vista are eligible for this leave if they have been employed by the company for at least 90 days immediately preceding the leave.

Notification:

If an employee needs to request organ or bone marrow leave, he or she must notify his or her supervisor of the need for a leave and contact the Human Resources Department. If his or her leave is foreseeable, he or she should make a request at least 30 days in advance of the absence. If leave is foreseeable less than 30 days in advance, the employee must provide notice as soon as

practicable - generally, either the same or next business day.

Employees requesting organ or bone marrow leave must provide written verification from a provider that he or she is an organ or bone marrow donor and that there is a medical necessity for the donation of the organ or bone marrow.

Pay while on leave:

Employees must first take five days of earned but unused PTO, Sick and/or EIB for bone marrow donation and two weeks of earned but unused PTO Sick and/or EIB for organ donation.

(11) BEREAVEMENT LEAVES - Refer to Policy 213

(12) JURY DUTY – Refer to Policy 212

ACCEPTANCE OF GIFTS

Policy:

It is the policy of Clinica Sierra Vista to allow employees to accept gifts from vendors, collaborative business partners, etc., provided they are of a nominal value.

Comments:

Clinica Sierra Vista understands that employees may receive gifts of a nominal value from time to time from various sources, especially around the holidays or other special occasions. It is the policy of Clinica Sierra Vista to allow employees to accept gifts from vendors, collaborative business partners, etc., provided they are of a nominal value. Generally, gifts of a nominal value would be under \$100. If an employee receives a gift of a more substantial value, they must notify their supervisor. The employee's supervisor will then evaluate the situation and consult with management, to insure that the gift received will not cause a perceived conflict of interest or other potentially compromising situation.

ADDRESSING STAFF REQUESTS – MORAL/ETHICAL CONFLICT*Policy:*

Clinica Sierra Vista understands the impact of a caregiver's personal cultural values, ethics, and religious beliefs on the care provided. Processes are in place to insure that staff refusals to participate in an aspect of care will not compromise patient care and alternative method of care delivery is available. Ongoing performance evaluation may consider whether an employee's refusal to participate is legitimately justified by cultural values, ethics, or religious beliefs.

Pre-employment interviews and new employee orientation will always include a statement of the mission of the community health center and a statement of the scope of patient care services offered by the community health center. It is intended that in these discussions, both the applicant and administration identify and acknowledge the organizational mission and scope of service to its patients. Any potential conflict with the potential or new employee's moral or ethical values will be identified and discussed as to possible accommodation for employment.

Procedure:

The employee must notify the immediate supervisor sufficiently in advance of the event that the supervisor can assign another member of the clinical team if available. If such a reassignment is not possible, the original employee will be expected to continue through the current treatment event. Every effort will be made to avoid such potential future conflicts through scheduling, or reassignment. Clinica Sierra Vista is not required to meet the needs of an individual employee if in so doing it will cause undo hardship to other staff members or limit its scope of service to its patients. When needed, Clinica Sierra Vista may form an Ethics Sub-Committee to help evaluate staff requests.

Assurance:

Notwithstanding any of the above stated procedures, patients may be assured that appropriate health care services will be provided to all patients.

ADMINISTRATOR ON DUTY

Policy:

It is the policy of Clinica Sierra Vista to provide an Administrator on Duty system within Clinica Sierra Vista to ensure that management is notified, during non-working hours, weekends and during normal work hours of significant events, serve as the single point of contact for the fire/police/security dispatcher for notification of incidents requiring response by Clinica Sierra Vista personnel. Timely notification will ensure appropriate management actions in accordance with Clinica Sierra Vista's policies and procedures.

Comment:

The Administrator on Duty (who can be reached by calling 661-428-5834 in the Bakersfield area or 559-353-0060 in the Fresno area) is required to be available at his/her home phone number, or by the Administrator on Duty communication device, during normal working hours, non-working hours and weekends. A periodic duty roster will be published listing the names of the Administrator on Duty and the period of duty. If unable to perform this duty due to illness or some other unforeseen event, the Administrator on Duty shall notify the next person on the roster to arrange for coverage. Continue to call the next person on the roster until he/she has successfully handed off the pager and keys. The roster shall be provided to all designated Administrators on Duty. The tour of duty for the Administrator on Duty shall be from 10:00 a.m. on Tuesday until 10:00 a.m. on the following Tuesday. The Administrator on Duty will be provided with a pager and the keys to Clinica Sierra Vista's facilities. Upon completion of the tour of duty on Tuesday, it is the responsibility of the outgoing Administrator on Duty to provide the pager and the facility keys to the new Administrator on Duty. The Administrator on Duty will have available a phone list of key Clinica Sierra Vista personnel. When advised of an event requiring management action, the Administrator on Duty is expected to notify the appropriate personnel and others who can respond.

Upon notification of an event requiring management action, the administrator on duty shall refer to the notification phone list and call the appropriate supervisor notifying them of the requirement to respond. The Administrator on Duty shall call the CEO if the event, in the

judgment of the Administrator on Duty, is serious, has potential for impact on the community or may result in adverse publicity for Clinica Sierra Vista. Upon notification of an incident, the Administrator on Duty shall obtain the following details from the dispatcher/reporting party: location of the incident, nature of the incident and the current situation.

The Administrator on Duty shall be notified of the following events; any emergency that results in a significant injury involving hospitalization or potential disability, has an impact on the surrounding community, results in significant property damage, or results in a situation where the impact is unclear. Additionally, the Administrator on Duty shall be notified of inquiries of an emergency nature from local jurisdictions such as the Fire, Police or Health Departments, citizens, or security dispatcher and/or personnel. After hours, the Administrator on Duty may be paged or reached by calling any of the organization's clinics and asking the answering service to contact the Administrator on Duty. Employees should also contact the Administrator on Duty if they are unable to report to work and are unable to contact their immediate supervisor.

ATTENDANCE

Policy:

It is the policy of Clinica Sierra Vista to provide a standard of attendance and punctuality for all Clinica Sierra Vista employees. Reliable and consistent attendance is a condition of employment. Management recognizes that circumstances beyond an employee's control may cause the employee to be absent from work for all or part of a day. However, excessive absenteeism and/or tardiness is considered a violation of the Attendance Policy. Unauthorized absence or tardiness will not be tolerated and may be considered during performance evaluations, may result in disciplinary action up to and including termination. Excessive absenteeism and/or tardiness may be a sufficient basis for termination of employment.

Comment:

GENERAL ATTENDANCE POLICIES

- **USING THE TIMEKEEPING SYSTEM** – All employees, unless otherwise designated by the CEO, are to consistently use the timekeeping system and must clock in at the beginning of their workday, clock out for their lunch period, clock in upon return from the lunch period, and clock out at the end of their workday as in accordance with CSV's Timekeeping Practices Policy (Section 405:1 through 405:3).
- **BE PROMPT AND ON TIME** – Employees will be considered late/tardy to their worksite if they are 1 minute late from their scheduled start time. For example, an employee scheduled to start at 8:00 am will be considered tardy at 8:01 am. This refers to arriving late at the start of your workday or returning to the worksite after breaks or lunches.
- **IF YOU WILL BE LATE TO WORK AT THE START OF THE WORKDAY** – Employees who will be late to work must personally call their supervisor promptly to explain the circumstances.
- **IF YOU WILL BE LATE RETURNING FROM A BREAK OR LUNCH** – Employees who will be late returning from a break or lunch are required to personally call their supervisor promptly to explain the circumstances.

- **IF YOU NEED TO LEAVE IN THE MIDDLE OF A SHIFT** – If you need to leave your worksite in the middle of your shift to take care of an urgent matter that cannot wait until the end of the workday, you **MUST** personally contact your supervisor. Failure to obtain appropriate approval for leaving your worksite in the middle of your shift may result in disciplinary action up to and including termination.
- **CALLING OUT DUE TO ILLNESS, EMERGENCY, ETC.** – Employees **MUST** personally notify their supervisor at least one hour prior to the start of their workday to report their absence. An absence will be considered unscheduled if there was no prior notice given regarding the absence (i.e., calling out the morning or same day of the absence). If the immediate supervisor is not available, employees should contact their next level supervisor, the Administrator-on-Duty at (661) 428-5834, or the Chief of Human Resources.
- **WHEN A DOCTOR’S NOTE IS NEEDED** – A physician’s verification of illness (doctor’s note) is not needed for Sick time use, but is required for the use of EIB days. For information on how to receive Sick and/or EIB benefits, refer to Sections 206 and 208.
- **WHEN YOU WILL BE ABSENT DUE TO ANY REASON FOR MORE THAN 7 CALENDAR DAYS** – Employees who are absent from work for more than 7 calendar days, for something other than pre-approved PTO, the employee **MUST** contact their supervisor and the Human Resources Department immediately, to discuss leave of absence.
- **FAILURE TO CALL IN AND REPORT YOUR ABSENCE (No call, no show)** – Failure to call in and report your absence for more than 1 workday is considered job abandonment and is grounds for immediate termination.
- **EXCESSIVE ABSENTEEISM AND TARDINESS** – Excessive absenteeism refers to excessive tardiness and excessive unexcused time taken away from work. This does not include time taken for leaves of absence under state and federal outlined benefits. CSV employee attendance records will be monitored closely and will be reviewed by Management on an ongoing basis. Employees who are deemed as having “excessive absenteeism” will be subject to disciplinary action, up to and including termination.

- **MAKE-UP TIME** – Clinica Sierra Vista does not allow for make-up time. PTO should be taken in place of lost time due to tardiness or unauthorized absence unless the employee has made prior arrangement and received approval by the supervisor.

ATTENDANCE SYSTEM RULES

In accordance with CSV's policy of providing a standard attendance and punctuality policy for all employees, Clinica maintains an automated attendance system in order to ensure standardized attendance discipline. The following is a description of the Attendance System:

1)Points Rule (3 month look back, rolling period):

- The Points Rule counts points accumulated for events of tardiness and other violations such as missed punches and unapproved overtime. An accumulation of 4 or more points in a rolling 3 month period is considered excessive, and a warning will be issued. Further violations will be issued at the accumulation of additional points.

2)Annual Rule (12 Month look back, rolling period):

- The Annual Rule counts unplanned hours used in a 12 month period. Violations will be issued at 24 or more hours of unplanned time off. Time that is counted as points will not be counted towards the hours Annual Rule.

Warning Level	Points	Hours
Record of Conversation	4	24
Verbal Warning	8	34
Written Warning	14	44
Final Written Warning	20	64

Management does recognize that a standard computerized system may not account for every possible circumstance that may arise during an individual's employment. Employees that disagree with an issued warning should discuss the situation with their supervisor, and consult with the Human Resources Department if necessary.

TIMEKEEPING PRACTICES

Policy:

The following policy has been created to assist employees in the appropriate use of the timekeeping system in completing timesheets. All employees are required to use the timekeeping system.

For the purposes of paying employees, the electronic timesheets will serve as the official timekeeping record for the employee.

Comment:

USING THE TIMEKEEPING SYSTEM

- **CLOCKING IN AT THE BEGINNING OF THE WORKDAY** – Employees are required to clock in at the beginning of their workday on time at their assigned location. Employees are allowed to clock in 1-7 minutes before their designated start time in order to be able to start work at their start time. For example, if an employee is supposed to start work at 8:00 a.m., they should be at their desk ready to work at 8:00 a.m.
- **CLOCKING IN/OUT FOR BREAK PERIODS** – Employees shall not clock in or out for break periods. *Note: Employees who work 8 hours per day are required to take two, 10 minute breaks in accordance with state and federal laws. Employees who work 10 hour alternative work schedules should take two, 15 minute breaks.*
- **CLOCKING OUT FOR LUNCH** – All employees are required to take a one-hour lunch (unless they have made special arrangements with their supervisor) and clock out when they begin their lunch period and must clock in upon their return from their lunch period. *Note: Employees are required to take a lunch break in accordance with state and federal laws.*

- USING THE TIMEKEEPING SYSTEM FOR OTHER REASONS – If an employee leaves their worksite for an unexpected emergency, doctor's appointment, etc., they must clock out (and clock back in should they return before the end of the work day) as appropriate.
- CLOCKING OUT AT THE END OF THE WORKDAY – ALL employees are required to clock out at the end of their workday and are not authorized to work overtime unless they have prior approval from their supervisor.
- MISSED PUNCHES – If an employee forgets to clock in/out for any reason, the employee must notify their supervisor. Supervisors will be responsible for correcting missed punches.
- UNAVAILABLE FOR CLOCKING IN/OUT – Employees should modify their schedules, as appropriate, so that they can begin and end their work day, begin and end their lunch period, etc., at their worksite so they can clock in and out using the timekeeping system. When it is not possible for an employee to begin or end their workday (or the employee is away from their worksite when lunch begins or ends), they must notify their supervisor.
- FORGETTING YOUR BADGE – Employees will be issued an identification badge. If an employee forgets their badge, they will be asked to go home (or wherever the badge was left) to retrieve the badge. Time taken to retrieve a badge will be unpaid, however, the employee may use PTO to be sure to be paid for a full day. Employees who consistently forget their badge will be subject to disciplinary action up to and including termination.
- TARDINESS – An employee is considered tardy if they clock in after their official start time and they are not at their workstation ready to work. An employee will be considered tardy if they clock in 1 minute after their start time. Employees will be subject to disciplinary action up to and including termination for excessive tardiness. For more information about CSV's Attendance Policy, please contact the Human Resources Department.

- **EMPLOYEES WHO FORGET TO USE THE TIMEKEEPING SYSTEM –** Employees will be subject to disciplinary action, up to and including termination for failing to use the timekeeping system.
- **EACH EMPLOYEE MUST PERSONALLY CLOCK IN AND OUT** at his or her assigned location and must not clock in or out for anyone else and must not ask anyone else to clock in or out for them. If it is discovered that an employee has clocked in or out for another employee, both employees will be subject to immediate termination.

BACKGROUND, REFERENCE CHECKS, AND DMV PRINTOUTS*Policy:*

Applicants for employment with Clinica Sierra Vista will be subject to a background check, reference checks, and are required to bring a DMV printout less than 30 days old. Current Clinica Sierra Vista employees may be subject to background checks when Administration has a justifiable reason pursuant to Clinica Sierra Vista's policies, procedures and practices.

Comment:

- (1) Pre-employment background and reference checks are to be conducted, by the hiring entity, for all prospective candidates for employment at Clinica Sierra Vista. In addition, all applicants must bring a current DMV printout not more than 30 days old. The printout must be issued by the Department of Motor Vehicles.
- (2) Criminal background checks and fingerprinting may be required for positions identified requiring home or off site visits with minors (under age 18) and in other cases as determined appropriate by management.
- (3) The presentation of false information and/or the omission of material information on the part of an applicant for employment will be considered grounds for the denial of employment, or if later discovered, dismissal from employment.
- (4) In accordance with Equal Employment Opportunity Commission (EEOC) guidelines, if a background check reveals any felony or first degree misdemeanor convictions, the following factors will be considered to determine whether the convictions are grounds for denying employment; the nature and gravity of the offense, the time period that lapsed since the conviction, and the nature of the job for which the applicant is applying.
- (5) Background checks for current employees may be conducted if Administration has reason to believe an employee has falsified his/her employment application, or for other justifiable reasons. The Human Resources Department should be consulted prior to any background checks of current employees. Should a background check reveal any felony or first-degree misdemeanor convictions not previously divulged by an employee, the employee may be terminated.

BEHAVIOR OF EMPLOYEES*Policy:*

It is the policy of Clinica Sierra Vista that certain rules and regulations regarding employee behavior are necessary for the efficient operation of Clinica Sierra Vista and for the benefit and protection of the rights and safety of all. Conduct that interferes with operations brings discredit to Clinica Sierra Vista, is offensive to patients and/or fellow employees, and will not be tolerated.

Comment:

(1) All employees are expected to conduct themselves and behave in a manner which is conducive to the efficient operation of Clinica Sierra Vista. Such conduct includes, but is not limited to:

- (A) Reporting to work punctually as scheduled and being at the work station ready for work at the assigned starting time.
- (B) Notifying the supervisor when the employee will be absent from work or is unable to report for work on time.
- (C) Complying with all Clinica Sierra Vista safety and health regulations.
- (D) Smoking only during breaks and meal periods and only in specifically designated areas outside the clinics.
- (E) Wearing clothing appropriate for the work being performed.
- (F) Performing assigned tasks efficiently.
- (G) Eating meals only during meal periods and only in designated areas.
- (H) Maintaining work place and work area cleanliness and orderliness.
- (I) Treating all patients and visitors as guests of Clinica Sierra Vista.
- (J) Complying with Clinica Sierra Vista's policies and procedures, guidelines, and confidentiality policies.

(2) The following are examples of conduct that is prohibited and will subject the individual involved to disciplinary action up to and including termination:

- (A) Falsification of or making material omission on forms, records, reports, time cards, application materials, and/or other Clinica Sierra Vista documents.

- (B) Actual or threatened violence towards yourself, a supervisor, co-worker, patient or visitor.
- (C) Possessing firearms, weapons, alcohol, illegal drugs, or chemicals on Clinica Sierra Vista property.
- (D) 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.
- (E) Unauthorized use, possession, destruction or removal of Clinica Sierra Vista's property, records or other materials.
- (F) Violating health or safety rules and practices, or engaging in conduct that creates a safety or health hazard.
- (G) Disclosing confidential information to unauthorized personnel/sources.
- (H) Using, possessing or being under the influence of alcohol or unlawful drugs while on Clinica Sierra Vista's property, while on duty, or while operating a Clinica Sierra Vista vehicle.
- (I) Sleeping during working hours.
- (J) Leaving one's work area before the end of a scheduled shift, without prior approval.
- (K) Inappropriate sexual conduct, sexual harassment or any other form of illegal harassment/assault on a fellow employee or patient.
- (L) Unsatisfactory work quality or quantity.
- (M) Absence from work without notice to the appropriate supervisor.
- (N) Fighting or provoking a fight while on Clinica Sierra Vista's property or while on Clinica Sierra Vista business.
- (O) Theft and deliberate or careless damage or destruction of any Clinica Sierra Vista property, or the property of any employee, patient, client, etc.
- (P) The use of profanity, abusive language, or discourteous conduct toward others.
- (Q) Gambling on Clinica Sierra Vista's property.
- (R) Malicious gossip.
- (S) Spending time at work engaging in non-work activities.

- (T) Writing or authorizing a lab, X-Ray, or other medical test without a doctor's order, approval, or prior knowledge.
- (U) Giving test results to a patient/client without authorization.
- (V) Borrowing or taking cash from a petty cash fund, cash drawer, etc., for a personal reason and intending to replace it.
- (W) Borrowing or using CSV resources without specific authorization for a personal reason with or without intending to replace it.
- (X) Changing a provider's prescription in any way without the provider's written authorization to do so (i.e., changing the number of pills, the name of the medication, etc.)
- (Y) Sharing confidential information that you are exposed to in the course of performing your work functions to others who do not need to know (i.e., relating to other employee salaries, performance evaluations, disciplinary actions, details of an employee's termination, reasons for employee leaves of absence, providing confidential patient information out to others when the "employee" is a CSV patient, giving our test results without advanced specific authorization to do so by a provider, etc.).
- (Z) Being in a CSV clinic or site unauthorized (i.e., providing unauthorized medical treatment or services on a day that the clinic or site is otherwise closed, etc.).
- (AA) The improper or unauthorized utilization, taking or giving out of medical supplies, office supplies, resources, property, etc.
- (BB) Violating any type of HIPPA or privacy related policy or regulation.
- (CC) Knowingly continuing to work even when you know your required licensure/certifications needed to perform the essential functions of your job have expired.
- (DD) Failing to notify the Human Resources Department when you receive a conviction regarding a moving violation, lose your driver's license or automobile insurance, receive an arrest or conviction relating to a sensitive situation that might impact your ability to safely continue performing the essential functions of your job.
- (EE) Using Clinica Sierra Vista client/patient or vendor relationships for personal financial gain.
- (FF) Failing to obtain permission to leave work for any reason during normal working

hours.

(GG) Registering, treating, making an appointment for, or handling records of any relative or any personal friend who is a patient of Clinica Sierra Vista.

(3) The foregoing examples are illustrative of the types of behavior that will not be permitted, but are not intended to be all-inclusive. Any questions in connection with the policy should be directed to the Chief of Human Resources.

(4) It should be remembered that employment is at the mutual consent of the employee and Clinica Sierra Vista. Accordingly, either the employee or Clinica Sierra Vista can terminate the employment relationship at-will, at any time, with or without cause or advance notice.

CLOSURES DUE TO WEATHER, UTILITY OUTAGES, ETC.*Policy:*

It is the policy of Clinica Sierra Vista to close facilities, when necessary, under unusual circumstances, such as inclement weather, power failures, water emergencies, or serious telecommunication disruptions. If it is necessary to close a facility during an emergency, the facility will be reopened if there are three (3) or more work hours remaining during the work day, when the emergency is cleared, utilities are restored, etc.

Comment:

(1) If in the opinion of the Chief Executive Officer, or his/her designee, weather or physical conditions make it impossible or unlikely that either patients or employees will be able to receive treatment or complete a normal working day, the effected site will be closed. Departments should not close their offices before an official communication occurs.

(2) Communication of any decision to close a facility, whether during normal working hours (Monday–Saturday) or non-working hours (weekends, evenings or holidays), may be initiated by telephone calls, voicemail messages, or e-mail messages to affected supervisors. Once notified of a closing facility, it becomes the responsibility of individual facility supervisors to notify all employees in their reporting structure.

(3) Limited-staffing mode employees are those employees identified by Administration as critical to Clinica Sierra Vista's operations. These employees should make every reasonable effort to work during the limited-staffing mode. Under certain conditions, it may be necessary for limited-staffing mode employees to remain on site between regular or extended work shifts. In cases where a department requires a non-exempt employee to stay, the employee will be paid as follows: if the employee is on duty for an extended shift, he/she will be paid for the entire time he/she is required to stay at work; the employee will be compensated for all of the time they are on duty, including sleeping and eating hours; such hours will count as hours worked in the calculation of overtime. Employees who have met the eight (8) hours in a work day or forty (40) hours in a work week requirement for overtime will be paid the regular overtime rate of one and one-half times their rate for all hours worked beyond eight (8) in that work day or forty (40) in that work week. Employees will be paid two (2) times their rate for all hours worked in excess of twelve (12) in that work day.

(4) Employees are expected to make every reasonable effort to report to work. However, if an employee is unable to report to work because of adverse weather conditions when the facility remains open, he/she may use PTO in order to receive pay for the absence. If adverse conditions develop during the work shift but the facility remains open, an employee may request from their supervisor, at the supervisor's discretion, a voluntary release to be taken without pay, or PTO may be used. If an employee does not have sufficient PTO, the time will be unpaid.

(5) In the event of a utility failure, staff working in affected areas should shift to non-utility dependent duties. Work should continue only as safe work practices permit. Daylight, flashlights, or emergency light sources may be used. Candles, oil lanterns, or other flammable light sources are not to be used. Employees who exhaust all non-utility dependent duties or where work is totally dependent on utility in question will, at the discretion of the department head, be released from work without pay, or PTO may be used.

(6) In the case of utilities-related emergencies, one (1) person should be designated from each affected facility as the contact point with the Power Department to obtain information on the utility emergency and its possible duration.

CONFIDENTIALITY

Policy:

It is the policy of Clinica Sierra Vista that employees strive to maintain the confidentiality of our patients, in accordance with applicable legal and ethical standards. Clinica Sierra Vista and its employees are in possession of and have access to a broad variety of confidential, sensitive, and proprietary information, the release of which could be injurious to patients, employees and the organization itself. All Clinica Sierra Vista employees have an obligation to actively protect and safeguard confidential, sensitive, and proprietary information in a manner designed to prevent unauthorized disclosure of information. Nothing in this policy shall be construed as prohibiting employees from discussing the terms and conditions of their employment, including wages. Nor shall this policy preclude employees from exercising any other legally protected rights.

Comment:

- (1) Title 22 Section 75055(b) of the California State Administrative Code requires that "Information contained in the health records shall be confidential and shall be disclosed only to authorized persons in accordance with federal, state and local laws."
- (2) Confidential information is defined as records or information, whether financial, medical or personal, regarding the history, condition, care, treatment, or billing of a patient; any records or information relating to staff credentialing, discipline, or other peer review activities, including anecdotal comments regarding appropriateness or necessity of care to a patient rendered by a physician or practitioner at Clinica Sierra Vista; any records, information, or data relating to Clinica Sierra Vista's strategic, marketing or business plans; any records or information related to a pending, threatened, or potential lawsuit or any administrative, civil, criminal, or other legal claim by or against Clinica Sierra Vista; any records or information concerning an employee's personnel file, health record, or employment status at Clinica Sierra Vista.
- (3) Procedure regarding patient information – employees will refrain from revealing any personal or confidential information concerning patients unless supported by legitimate business or patient care purposes. If questions arise regarding an obligation to maintain the confidentiality of information or the appropriateness of releasing information, employees should

seek guidance from their supervisor or another member of management.

(4) Procedure regarding proprietary information – information, ideas, and intellectual property assets of Clinica Sierra Vista are important to organizational success. Information pertaining to Clinica Sierra Vista’s competitive position or business strategies, payment and reimbursement information, and information relating to negotiations with employees, contractors, or third parties should be protected and shared only with employees having a need to know such information in order to perform their job responsibilities. Employees should exercise care to ensure that property rights including patents, trademarks, copyrights and software are carefully maintained to preserve and protect their value.

(5) Procedure regarding personnel actions/decisions – salary, benefit, and other personal information relating to employees will be treated as confidential. Personnel files, payroll information, disciplinary matters, and similar information will be maintained to ensure confidentiality in accordance with applicable laws. Employees will exercise due care to prevent the release or sharing of information beyond those persons who may need such information to fulfill their job function.

(6) Procedure regarding disclosure policy – discussion of confidential information, including patient names, should only take place during work hours, at workstations, with those persons directly involved, with a defined need or a legal right to know. Computerized medical records are governed by this policy in the same manner as information in written medical records.

- No confidential information, records, or materials may be used, released, or discussed outside these situations, unless authorized by this policy or approved by administration in a specific situation.
- Department heads must contact Administration prior to responding to subpoenas or court orders to produce any records, films, reports, documents, or other information of any nature. Administration must be contacted for advice and counsel before responding to requests for patient information, in order to maintain a central point of coordination. Administration must be contacted and will respond to a subpoena to produce a witness to testify about any matter involving Clinica Sierra Vista’s patients.

All requests from outside sources for information will be referred directly to

Administration. After normal working hours, the request will be deferred until the next regular working day, or the Administrator on call should be contacted for advice.

- No patient care, treatment record, or other information regarding the care or treatment of current or former patients will be released except through Administration.
 - Authorized personnel may not respond “yes” or “no” to a request to know whether an individual is a patient at Clinica Sierra Vista. In addition, Clinica Sierra Vista personnel are not authorized to confirm or deny whether a behavioral health patient is being, or has been, treated.
 - Any employee with knowledge of a disclosure made in violation of this policy shall immediately report the disclosure to his/her supervisor. Any employee in doubt over whether a disclosure requested might violate this policy will immediately report the request to his/her supervisor for advice and further action.
- (7) Any material containing confidential information should be thoroughly shredded prior to disposal. This applies to forms, letters, and other such items.
- (8) Confidentiality statement – each employee will be required to complete and sign a confidentiality statement at the time of hire. A renewed statement of confidentiality must be signed by the employee annually.
- (9) Failure to respect the confidentiality of patients or the organization is a serious infraction that may result in termination with the first offense. Refusal to sign the confidentiality statement at the request of a supervisor will result in immediate termination.

DRUGS, ALCOHOL, CONTRABAND AND DRUG TESTING

Policy:

It is the policy of Clinica Sierra Vista to establish a drug-free workplace. Clinica Sierra Vista recognizes that continued success is dependent upon the physical and mental health of its employees, and the moral obligation to protect the health of our patients. This includes maintaining a safe, healthy and efficient environment for all employees, patients, contractors, and the public in general. Clinica Sierra Vista recognizes its right to protect Clinica Sierra Vista property, equipment, and operations by preventing and, when necessary, dealing with problems commonly associated with substance abuse.

Unless otherwise specifically authorized, the Company prohibits the use, possession, purchase, sale, transfer or transportation of alcoholic beverages **and inhalable substances (including gases, solvents, butane, propane, adhesives, and similar products)** at work, while on duty, while on the Company's premises and/or while on Company business off the premises. To the extent not rendered illegal by any law, regulation or ordinance, the prohibitions on alcoholic beverages may from time to time be waived by management at its sole discretion, e.g. for Company sponsored functions. However, any such waiver shall not relieve employees of their obligation to perform their allotted duties in a safe and efficient manner. To assure that Clinica Sierra Vista is providing these goals, a policy was created (refer to Clinica Sierra Vista's Contraband Control Program) which applies to Clinica Sierra Vista's employees and contractors.

Clinica Sierra Vista maintains an Employee Assistance Program which provides referral information to employees who wish to seek help with alcohol or drug abuse. Employees are financially responsible for their own care and treatment, beyond Clinica Sierra Vista's health plan and employee assistance program. If the employee seeks help prior to discovery, then confidentiality, job security, and promotion opportunities will be protected.

EMERGENCIES

Policy:

It is the policy of Clinica Sierra Vista to maintain essential business services and operations during any emergency situation while providing for the protection of life, health, and safety for all patients, clients, and staff. Essential business services include maintaining health center operations, supporting programs, and providing necessary support and administrative services for these essential functions. An emergency is an unplanned event and by its very nature may also adversely affect staff members identified as essential. While Clinica Sierra Vista must maintain essential functions throughout any emergency, each department will review specific staff issues, taking into account the circumstances surrounding any absences that may have occurred.

The Administrator on Duty shall be informed immediately of all emergencies involving Clinica Sierra Vista's facilities and personnel. The Administrator on Duty can be reached by calling 661-428-5834 in the Bakersfield area or 559-353-0060 in the Fresno area.

The Emergency Preparedness and Disaster Plan require that all departments must develop emergency plans for their area. Emergency plans contain information relative to a location-specific emergency, such as a fire or bomb scare, as well as contingency plans to maintain essential business services during an emergency situation. Contingency plans identify the staff, resources and supplies needed to maintain essential business services. Emergency situations may arise from severe weather or natural disaster, mass casualty, fire, bomb threats, acts of terrorism, or other events. It is the responsibility of each employee to locate and become familiar with the Emergency Preparedness and Disaster Plan for each facility at which he/she works.

Comment:

(1) It is the responsibility of each manager to identify and notify staff whose job functions are critical to maintaining essential business services. Whether staff members are essential will depend on the type of emergency. This should be noted in each department contingency plan. In an emergency situation staff identified as essential are required to report to work. An essential staff member absent due to a medical reason during an emergency situation may be asked to submit a doctor's excuse.

(2) The scope of an emergency may range from localized within a specific facility to an organization-wide event. When a situation exists that suggests to a manager that a department or unit should be closed, the decision to close a facility must be approved, in advance, by the Chief Executive Officer. Each department's emergency plan should contain an emergency communications protocol to inform all staff about emergency closing or reassignment.

EMPLOYEE HEALTH EVALUATIONS

Policy:

It is the policy of Clinica Sierra Vista to require its employees to be examined by a physician within fifteen (15) days after employment in accordance with Title 22, and whenever conditions make this desirable for the protection of the employee or Clinica Sierra Vista. In addition, all employees are required by Title 22 to have a physical examination annually during their employment.

Comment:

- (1) Employees may be required to have a physical examination on other occasions, such as transfer or promotion, or whenever management determines that the interests of Clinica Sierra Vista and the employee will be served thereby.
- (2) Clinica Sierra Vista will provide the physical examination and all other necessary tests at no charge with the CSV designated provider.
- (3) Medical examinations paid for by Clinica Sierra Vista are the property of Clinica Sierra Vista and shall be treated as confidential. However, records of such examinations will be made available to public agencies if required by law or regulation.
- (4) Employees returning from a sick leave or maternity leave of absence may be required to have a physical examination to determine their capability to perform satisfactorily their regular work without endangering themselves or their fellow employees. Also, in order to limit possible abuses of paid absence policies, Clinica Sierra Vista reserves the right to have a physician, selected by Clinica and at our expense, examine them while they are absent because of illness or injury.
- (5) Employees who become ill on the job or suffer any work-connected injury, no matter how minor, shall report this to their supervisor, who in turn, will notify the Chief of Human Resources immediately. Time spent by an employee in waiting for and receiving such medical attention shall be considered hours worked for pay purposes. Whenever possible, employees will notify their supervisor or Administration before leaving their workstation for medical reasons.

(6) Employees who are seriously injured during the course of their employment shall be given immediate medical treatment and, if required, hospitalized.

(7) Employees who have not had a current physical examination will be notified of this fact by Personnel and will have fifteen (15) days to provide evidence of a physical exam or schedule an appointment for one. If this is not done, the employee may be subject to disciplinary action considered appropriate by the Chief Executive Officer up to and including termination.

(8) Documentation of the completed physical exam must be routed to the Chief of Human Resources, on approved forms provided by Clinica Sierra Vista. It is the sole responsibility of the employee to have the physical exam completed in a timely fashion and returned to Human Resources.

(9) When Clinica Sierra Vista requires a physician's report concerning an illness or injury suffered by an employee, the examination shall be at the expense of Clinica Sierra Vista and performed by a physician selected by Clinica Sierra Vista. Employees who are not satisfied with the physician's determination may submit at their own expense a report from a physician of their own choosing. In the event of conflicting opinions, a Clinica Sierra Vista physician and the employee's physician shall designate a third physician to examine the employee, and that physician's report shall be binding on both parties. The expense of the third examination shall be shared equally by Clinica Sierra Vista and the employee.

(10) Employees who are exposed to any unexpected occupational health hazard, such as toxic materials, fumes, or radiation, are required to have a physical examination immediately after the exposure. The physician shall determine whether exposed employees require medical treatment, whether they may be permitted to continue on their jobs, or whether they should be assigned to other jobs.

(11) Employees will be furnished Hep. B vaccinations as required by law. If employees decline the vaccination, they will be asked to sign a waiver indicating that they have declined the vaccination.

(12) Employees who suffer a blood borne pathogen exposure will be provided care as required under Clinica Sierra Vista's Blood Borne Pathogen Policy.

EMPLOYMENT OF RELATIVES, DOMESTIC PARTNERS, ETC.*Policy:*

Clinica Sierra Vista may employ qualified relatives as long as such employment does not involve a supervisor/subordinate relationship between relatives in the same department and/or does not create a real or perceived conflict of interest. This policy applies to all categories of employment including regular, temporary, part-time and independent contractor classifications.

Comment:

- (1) To avoid a conflict of interest and/or favoritism, Clinica Sierra Vista limits the employment of relatives, domestic partners, significant others, and individuals who become involved in a close personal relationship.
- (2) A parent or grandparent, child or grandchild, spouse, sibling, aunt, uncle, domestic partner, step relative, or any other relative of a supervisor will not be permitted to work in the same department, or site, as the supervisor. The relative may be employed in other departments/sites determined appropriate by the Chief of Human Resources..
- (3) If, in the opinion of Clinica Sierra Vista, employing relatives or person with a close personal relationship to another employee creates a real or perceived conflict of interest, Clinica Sierra Vista has the sole discretion to transfer either one or both of the employees, or to reassign either one or both employees to other duties.
- (4) Employees who marry, reside in the same household as domestic partners, or otherwise become related or closely involved while employed are treated in accordance with the provisions of this policy.
- (5) No person shall be employed by Clinica Sierra Vista while they, or a member of the immediate family serves on a board or committee which has authority over personnel actions affecting the employee's job.

EMPLOYEE SAFETY AND HEALTH

Policy:

It is the policy of Clinica Sierra Vista to provide a safe and healthful work environment for all employees. Employees are expected to comply with all safety and health requirements where established by management or by federal, state or local law. Employees should refer to Clinica Sierra Vista's Illness and Injury Prevention Program and Environment of Care Policies.

FRATERNIZATION*Policy:*

Clinica Sierra Vista is committed to maintaining an environment in which its management can be trusted and can count on others to be trustworthy. Mutual respect between supervisors and staff is an essential ingredient in the work environment and the greatest care must be taken that it not be eroded. Supervisors are, or can appear to be, in a position to exercise power and authority, directly or indirectly, over employees whether or not an individual employee is subject to their supervision. Many employees are at a stage in their development when they may be particularly vulnerable to the influence of supervisors who are in positions where they can affect the terms and conditions of the individual's employment.

Comment:

For the purposes of this policy a supervisor is defined as a member of management, supervisor or the executive staff of Clinica Sierra Vista. If a supervisor consents to a romantic relationship with an employee, the existence of such a relationship could have adverse unintended effects on Clinica Sierra Vista. In some cases such a relationship can end unhappily or become problematic. Because of Clinica Sierra Vista's commitment to maintaining an atmosphere that supports a professional business environment, romantic, sexual and exploitive relationships between supervisors and employees are prohibited. In the event that any such relationship is reported and confirmed, the supervisor and employee are subject to disciplinary action, up to and including termination. In cases where supervisors and employees are legally married, the terms and conditions of Clinica Sierra Vista's Employment of Relatives, Domestic Partners, Etc. will apply.

HIRING PRACTICES

Policy:

It is the policy of Clinica Sierra Vista to hire individuals who are qualified or trainable for employment as determined by our standards of education, experience, aptitude, and character. All decisions regarding the recruitment, selection, and placement of employees are made solely on the basis of job-related criteria. Every effort will be made to hire new employees for positions which best utilize their abilities and in which they will be able to achieve both personal satisfaction and opportunity for growth. In no event, shall the hiring of an employee be considered as creating a contractual relationship between the employee and Clinica Sierra Vista; and unless otherwise provided in writing, such a relationship shall be defined as "employment-at-will", where either party may dissolve the relationship. Employees may resign from Clinica Sierra Vista after proper notice and may be terminated by Clinica Sierra Vista at any time, for any reason, with or without cause, and with or without notice. The Board of Directors has authorized the Chief Executive Officer to perform all hiring functions at Clinica Sierra Vista. The Chief Executive Officer will delegate this authority to other department managers and supervisors.

Comment:

- (1) Job openings will be filled by promoting personnel from within Clinica Sierra Vista whenever possible. When it is necessary to recruit applicants for employment from outside Clinica Sierra Vista, all available sources for qualified personnel shall be utilized.
- (2) The organization will accept electronic or written applications for employment.
- (3) When a department head, other administrator, or supervisor determines that there is a requirement for one or more new employees, he/she shall submit a Position Requisition Form to the Human Resources Department.
- (4) To aid the process of selecting those most qualified for employment, Clinica Sierra Vista may use employment tests as part of normal hiring procedures.

(5) If job openings are to be filled from within Clinica Sierra Vista, the openings will be posted in accordance with procedures and the position will be listed on CSV's company website.

(6) If it is determined that additional personnel will be hired from outside Clinica Sierra Vista, the following procedures shall be followed:

(A) If the Chief of Human Resources or his/her designee determines that an applicant is eligible for employment, an interview shall be arranged with the applicant and the supervisor of the program that has the job opening.

(B) It is the supervisor's responsibility to determine if an applicant is technically qualified for the position and if the applicant can work compatibly within the department. The final decision on hiring an applicant rests with the Chief of Human Resources as delegated by the Chief Executive Officer.

(C) Following a decision to hire the applicant, a medical examination shall be arranged by the employee, as required by Title 22.

(D) If the background investigation disclosed any misrepresentation on the application form or information indicating that the individual is not suited for employment with Clinica Sierra Vista, the applicant shall be refused employment or, if already employed, shall be terminated.

(E) Orientation of the new employee shall be conducted by a Human Resources staff Member on the first day of employment. Employees may not begin work without clearance from the human resources department.

(7) All representatives of Clinica Sierra Vista should be aware that employment with Clinica Sierra Vista is "**at-will**" (refer to section 106), and should exercise great care not to make any representations otherwise. Therefore, during the recruitment, hiring, and orientation process, no statement shall be made promising permanent or guaranteed employment; and no document shall be called a contract unless, in fact, an employment contract is to be used.

(8) Former employees who left Clinica Sierra Vista in good standing may be considered for re-employment. Former employees who resigned without adequate notice or who were dismissed will not be considered for re-employment.

(9) Rehired Employees – Former employees will be rehired without any reinstatement rights except those provided by law. Employees who are rehired within one year will receive any unused Sick time in accordance with policy 206. Health benefits will become effective the 1st of the month following their 60th day of re-employment.

(10) Salary rates are established for each position by the Board of Directors. Normally, an employee will be hired at the beginning salary for that employee's position. However, if the Chief of Human Resources feels that a new employee has exceptional qualities, education and experience, that employee may begin at a higher step.

(11) For the employment of specially trained employees, such as providers, salary and fringe benefits may have to be negotiated. Any such employee must have a very specific, written job description which shall be part of the total negotiations for employment.

(12) Clinica Sierra Vista's Chief Executive Officer will be hired directly by the Board of Directors subject to a negotiated contract.

HOURS OF WORK AND OVERTIME

Policy:

It is the policy of Clinica Sierra Vista to establish working hours as required by workload and production flow, patients' service needs, and the efficient management of personnel resources.

Comment:

(1) The normal work week is forty (40) hours per week, five (5) days per week. The normal workday shall consist of eight (8) consecutive hours of work with an unpaid meal period. Employees are paid during rest or coffee breaks. The schedule of hours for employees shall be determined by the department to which they are assigned. Employees shall be informed of their daily schedule of hours of work, including meal periods, and rest breaks, and of any changes deemed necessary by Clinica Sierra Vista.

(2) Upon approval from the Chief Executive Officer, alternative work schedules may be available in some departments. Alternative work schedules will only be offered by majority vote in those departments which would not be negatively impacted by same. Work hours will be adjusted at the discretion of management to fulfill the needs of the department. Employees in those departments will be given specific information on those schedules.

(3) Attendance at lectures, meetings, and training programs are not considered time worked if:

(A) The employee's attendance is outside regular working hours.

(B) The employee's attendance is voluntary, i.e., not required by Clinica Sierra Vista.

(C) The course, lecture, or meeting is not directly related to the employee's job.

(4) When a department is required to work more than one shift per day, the hours of work for each shift shall be determined by the department head in consult with management. Employees shall be informed of their scheduled shift hours of work, and of any changes to the schedule, as far in advance as possible.

(5) Employees may be required to work overtime whenever it is deemed necessary by their department head. Overtime shall be assigned by a supervisor to employees in the particular job for which overtime is required. No employee shall be permitted to work overtime without the prior approval of their supervisor and/or the department head. Non-exempt employees who work unauthorized overtime will be compensated, but may be subject to disciplinary action. For the

purposes of overtime compensation, only hours worked in excess of forty (40) during a work week will be counted, or in excess of eight (8) in a day. Eligible non-exempt employees shall be compensated at the rate of 1.5 times for overtime worked up to twelve (12) hours, and at the rate of 2.0 times for hours in excess of twelve (12) hours, or as specified by law. When calculating overtime, only hours actually worked are considered paid but un-worked time such as holidays, PTO, EIB, etc., are not counted as hours worked; therefore, not counted as overtime.

(6) All non-exempt employees (those employees subject to the minimum wage and overtime provisions of the Fair Labor Standards Act) are required to complete an individual time record showing the daily hours worked and/or will be required to use a time clock.

(7) Personnel employed in an executive, administrative, supervisory, or professional capacity are not eligible to receive overtime compensation. Individuals in these categories will be identified by Administration as exempt. Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation. Clinica Sierra Vista does not maintain any compensatory time off plan or arrangement. Accordingly, any time off that is provided an exempt employee is done on an informal basis. Neither extra compensation nor compensatory time off will, under any circumstances, be owed or payable to an exempt employee upon separation from employment for any reason.

General:

(1) Employees shall record their total hours worked for each work day.

(2) Employees are not permitted to sign in or commence work more than seven (7) minutes before their normal starting time or stop work later than (7) minutes after their normal quitting time without the prior approval of the supervisor.

(3) All employees are required to take a lunch or meal break if they work 6 or more hours.

(4) All employees are required to take rest breaks.

(5) Unapproved absences shall not be considered as hours worked for pay purposes.

(6) The payroll period shall be on a bi-weekly (every two weeks) basis.

REPORTING TIME PAY

(1) If an employee, particularly an on-call employee, reports to work on a scheduled work

work day but is not put to work or is furnished with less than half his/her usual or scheduled day's work, he/she must be paid for the greater of one-half his/her usual or scheduled day's work up to four hours, or two hours of his/her regular rate of pay. If an employee reports to work a second time in a scheduled work day and is furnished with less than two (2) hours of work, he/she must be paid for two hours at his/her regular rate.

(2) Exceptions to the reporting time pay requirements apply when Clinica Sierra Vista is unable to provide the employee with his/her scheduled amount of work due to specific causes beyond its control such as:

(A) Inability to commence operation due to threats to employees or to property.

(B) Because of recommendations of civil authorities.

(C) Failure of public utilities such as water, power or gas.

(D) Interruption of work due to an Act of Nature or other unforeseen act.

(E) An employee makes a request to leave work early.

(F) An employee is sent home for disciplinary reasons.

(G) An employee comes to work unfit for duty.

TRAVEL TIME

(1) Travel time to and from work is not considered work time. Travel time during a work day is considered work time if it is related to the employee's job. Travel time that occurs in addition to a work day is considered work time if it is performed per the instructions of the supervisor.

(2) Any work that Clinica Sierra Vista requires the employee to perform while traveling will be counted as work time no matter the day of the week or time of day. Determining whether time spent in meetings training is work time generally depends on who made or influenced the decision to attend. If Clinica Sierra Vista requires the employee to attend a meeting or training, then the attendance is not voluntary and the time must be viewed as time worked. Training is viewed as being directly related to the employee's job, which is designed to help the employee perform his/her job more effectively. If, however, the training prepares the employee for a new job or gives a new or additional skill, the training may not be seen as related to the employee's job. Training courses that are provided for the bona fide purpose of preparing employees for advancement by developing higher skill levels, and are not intended to make the employee more

efficient in his/her present job, are not viewed as job-related even though the training may, incidentally, improve the employee's skills in doing his/her present job.

(3) It is not uncommon for an employee to attend independent training after hours, at his/her own initiative, to improve skills. Such training is not considered time worked for Clinica Sierra Vista since the decision to attend was made solely at the discretion of the employee. In some situations, Clinica Sierra Vista may provide a program of instruction which corresponds to courses offered by independent bona fide institutions of learning for the benefit of the employees. If an employee voluntarily attends such training outside of working hours, the time would not be considered time worked even though the training is directly related to the employee's job and/or is paid for by Clinica Sierra Vista.

(4) Travel time will be paid for actual hours spent working in accordance with Clinica Sierra Vista policy and/or State & Federal labor laws.

Examples of paid time include the following:

- Travel time spent in Air Travel, Train Travel, and Car Travel (when driving)
- Actual time spent in seminars, training, or meetings deemed mandatory by Clinica Sierra Vista (i.e. Quarterly meetings, Staff Meetings, etc).
- For travel time during a same day assignment to another city (i.e. Fresno, Los Angeles) the time traveling to and from the assignment is considered work time.
- Travel time done any day of the week during the normally scheduled hours of work (i.e. 8-5pm) on Clinica Sierra Vista business.

Examples of un-paid time include the following:

- Time spent during seminars outside of the normal working day for non-mandatory events such as a reception, dinner, entertainment, or other non-mandatory event.
- Time not actually worked due to time zone differences and traveling across various time zones.
- Time spent not working, waiting for a flight, train, or other mode of transportation outside of normal working hours.
- Travel time done any day of the week outside of the normally scheduled hours of work (i.e. not during 8-5pm) on Clinica Sierra Vista business.

(5) For more information on mileage to the various Clinica Sierra Vista sites, refer to Clinica

Sierra Vista's mileage chart.

Revised 9/21/92, Revised 9/16/96, Revised 3/19/01, Reviewed 6/18/01, Revised 1/1/04, Revised 10/1/06, Revised 8/17/09, Revised 6/21/10, Revised 5/18/15.

IDENTIFICATION BADGES

Policy:

It is the policy of Clinica Sierra Vista to issue identification (ID) badges, with the employee's legal name, picture, and job classification, to all Clinica Sierra Vista employees upon employment. The ID badges also satisfy regulatory and accreditation requirements for identification. Employees are required to wear their Clinica ID badges while on duty.

Comment:

- (1) At certain facilities, the ID badge is used for entry to the facility. Such badges should be treated as "keys" and immediately reported when lost or stolen to Human Resources.
- (2) Badges must be worn above the waist line in a manner that can be easily viewed by patients, visitors and staff. No stickers, pins or other objects shall block any vital information contained on the badge, including the employee's name, picture, and job classification.
- (3) If an employee has a change in his/her name, he/she must make an appointment with the Human Resources Department to receive a replacement ID badge.
- (4) If an employee loses his/her badge, he/she shall immediately inform the Human Resources Department and make arrangements for a replacement. Found badges should be returned to the Human Resources Department.
- (5) If a replacement badge is necessary, the original badge must be returned to the Human Resources Department.
- (6) During Flu season immunized staff will be required to wear identification on their badge as indication their vaccination status. Any tampering with this identification system will be subject to disciplinary action.
- (7) Badges must be returned to the Human Resources Department upon termination of employment.
- (8) Supervisors are responsible for the enforcement of this policy.
- (9) Employees who report to work without their badge will be subject to disciplinary action.

ELECTRONIC AND COMPUTING SYSTEMS - ACCEPTABLE USE

Policy:

Through direction from Executive Management the MIS departments' intentions for publishing an Acceptable Use Policy are not to impose restrictions that are contrary to Clinica Sierra Vista's established culture of openness, trust and integrity. The MIS department is committed to protecting Clinica Sierra Vista's employees, partners and the company from illegal or damaging actions by individuals, either knowingly or unknowingly. Effective security is a team effort involving the participation and support of every Clinica Sierra Vista employee and affiliate who deals with information and/or The MIS department. It is the responsibility of every system user to know these guidelines, and to conduct their activities accordingly.

The purpose of this policy is to outline the acceptable use of computer equipment at Clinica Sierra Vista. These rules are in place to protect the patient, employee, and Clinica Sierra Vista. Inappropriate use exposes Clinica Sierra Vista to risks including virus attacks, spam, compromised network systems and services, and legal issues.

This policy applies to employees, contractors, consultants, temporaries, and other workers at Clinica Sierra Vista, including all personnel affiliated with third parties. For simplicity, all the previously mentioned individuals will be referred to as "users" for the remainder of this policy. This policy applies to all equipment that is owned or leased by Clinica Sierra Vista, or operated on Clinica Sierra Vista's premises.

General Use and Ownership

(1) While Clinica Sierra Vista's Executive management desires to provide a reasonable level of privacy, the systems and user accounts provided to users are to assist them in performing their job functions. Users should be aware that the data they create, store, send or receive on the systems and network remains the sole property of Clinica Sierra Vista. Because of the need to protect Clinica Sierra Vista's systems, management cannot guarantee the confidentiality of information stored or used on any system or network device belonging to Clinica Sierra Vista.

(2) Users are responsible for exercising good judgment regarding the reasonableness of personal use. Guidelines concerning personal use of Internet/Intranet/Extranet and email systems are outlined in Section 5.0 of this policy. If there is any uncertainty regarding personal

use, users should consult their supervisor, manager, or the Chief Information Officer (CIO) at itsupport@clinicasierravista.org, 661-328-4240 .

(3) The MIS department recommends that any information that users consider sensitive or vulnerable be encrypted.

(4) For security and network maintenance purposes, only authorized individuals within Clinica Sierra Vista may monitor equipment, systems and network traffic at any time, per the MIS departments Audit Policy.

(5) Clinica Sierra Vista reserves the right to audit networks and systems to ensure compliance with this policy.

Security and Proprietary Information

All users with access to confidential or proprietary data are to use all appropriate precautions to maintain accuracy, integrity, and confidentiality of the data. Users will be held responsible for any misuse that arises from use of their systems or account information. Therefore, users must take steps to ensure that others do not gain unauthorized access to the network or network resources through their account.

(1) Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts.

(2) All PDA's Smart phones, Desktop PCs, laptops, and workstations and network computing devices should be secured with a password-protected screensaver with the automatic activation feature set at 10 minutes or less, or by logging-off (control-alt-delete for Win2K users) when the system will be unattended.

(3) Because information contained on portable computers, PDA's, RAM disks/Flashdrives and smart phones are especially vulnerable; special care should be exercised. Protect these devices in accordance with the "Portable Device Security Tips".

(4) Postings by users from a Clinica Sierra Vista email address to newsgroups must contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of Clinica Sierra Vista, unless posting is in the course of business duties.

(5) All systems used by the user that are connected to the Clinica Sierra Vista Internet/Intranet/Extranet, shall be continually executing approved virus-scanning software with

a current virus database. Absolutely no personal/employee owned devices should be connected to the Clinica Sierra Vista network and/or systems.

(6) Users must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code and etc.

(7) Report any suspicious activity or misuse to your supervisor, manager, or the MIS department at: itsupport@clincasierravista.org, 661-328-4240

Unacceptable Use

Under no circumstances is a user on the Clinica Sierra Vista network and systems authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing Clinica Sierra Vista-owned resources. The following activities are prohibited. The lists below are by no means exhaustive, but attempt to provide a framework for activities which fall into the category of unacceptable use.

System and Network Activities

The following activities are strictly prohibited, with no exceptions:

(1) Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by Clinica Sierra Vista.

(2) Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which Clinica Sierra Vista or the end user does not have an active license is strictly prohibited.

(3) Utilize applications or downloading files for personal use or entertainment. Applications include, but are not limited to Instant Messaging, A.K.A IM, Internet Relay Chat, Internet Streaming Audio or Video, such as RealPlayer, network games such as DOOM, and MP3/Music file downloading such as LimeWire, Napster, Web proxy applications such as FireFox, and Internet tool bars such as AOL, Google, Yahoo, Hotmail and the likes.

(4) Installing hardware devices on a system without obtaining the written approval of The MIS department. Hardware devices include, but are not limited to speakers, PDA cradles, Flash

drives/Ram Disks, video cameras, and input devices such mice and trackballs.

- (5) Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, spam, etc.).
- (6) Revealing your account password to others or allowing use of your account by others. This includes co-workers, contractors, consultants, temporaries, family and other household members when work is being done at home.
- (7) Using a Clinica Sierra Vista computing asset to actively engage in viewing, procuring or transmitting material that is offensive, fraudulent, or defamatory. Images or text, such as pornography or off-color jokes may be construed as offensive, in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction and is not acceptable.
- (8) Making fraudulent offers of products, items, or services originating from any Clinica Sierra Vista account.
- (9) Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- (10) Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to the unauthorized, access of files, messages, email, confidential data and documents or correspondence of which the user is not an intended recipient or logging into a server or account that the user is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
- (11) Port scanning or security scanning is expressly prohibited.
- (12) Executing any form of network monitoring which will intercept data not intended for the user's system, unless this activity is a part of the user's normal job/duty.
- (13) Circumventing user authentication or security of any system, network or account.
- (14) Interfering with or denying service to any user other than the user's system (for example, denial of service attack).
- (15) Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the

Internet/Intranet/Extranet.

- (16) Providing information about computer or network equipment types, services, or configuration to parties outside Clinica Sierra Vista.
- (17) Providing information about, or lists of, Clinica Sierra Vista users or patients to parties outside Clinica Sierra Vista without express consent from the organizations Executive Director.
- (18) The use of unauthorized mobile equipment on the CSV network including but not limited to smart phones, cell phones, tablets, and laptops.
- (19) The use of unapproved message delivery methods to communicate patient information including text and instant messaging.
- (20) The use of personal devices to connect to the CSV network including but not limited to, personal storage devices, thumb drives, flash drives, without executive approval.

Email and Communications Activities

- (1) Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
- (2) Any form of harassment via email, telephone or paging, whether through language, frequency, or size of messages.
- (3) Transmitting messages with derogatory or inflammatory remarks about an individual's race, age, marital status, disability, religion, national origin, physical attributes or sexual orientation.
- (4) Unauthorized use, or forging, of email header information.
- (5) Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
- (6) Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
- (7) Use of unsolicited email originating from within Clinica Sierra Vista's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by Clinica Sierra Vista or connected via Clinica Sierra Vista's network.
- (8) Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

Personal Use

Executive management recognizes and allows for the fact that employees, and others covered by

this policy may, on rare occasions, use the network for non-work related purposes. Such use is a privilege, and not a right. Occasional, limited, appropriate personal use of the network and network resources is permitted if the use takes place during non-work time and does not:

- (1) Interfere with a user's obligation to carry out their Clinica Sierra Vista duties in a timely and effective manner. Time spent engaged in the non-official use of Clinica Sierra Vista resources is not considered to be Clinica Sierra Vista work time.
- (2) Interfere with any other users' work performance.
- (3) Have undue impact on the operation of the systems or network resources.
- (4) Neither expresses nor implies sponsorship or endorsement by the Clinica Sierra Vista.
- (5) Violates any other provision of this policy or any other policy, guideline or standard of Clinica Sierra Vista.

Enforcement

Any user found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Definitions

Term	Definition
<i>System</i>	Devices include, but are not limited to desktop computers, notebooks, IP Phones, PDA's, smart phones, flash drives, file servers, application servers, mail servers, Web Servers, terminal servers, printers and print servers.

Network Includes, but is not limited to systems, servers, software, data files, hubs, switches, routers, cables, and all internal and external computer and communications networks.

Spam Unauthorized and/or unsolicited electronic mass mailings.

Revision History

The MIS department may revise this Acceptable Use Policy from time to time without notice, by posting a new version of this document on the Clinica Sierra Vista Intranet and in the Clinica Sierra Vista Employee Handbook. Questions regarding this policy and complaints of violations can be directed to itsupport@clinciasierravista.org, 661-328-4240.

Other Relevant Policies:

- Laptop and PDA Security Tips
- The MIS department Audit Policy

INFORMATION SYSTEMS – AUDITS

Policy:

The purpose of this policy is to provide the authority for members of Clinica Sierra Vista's The MIS department team to conduct a security audit on any system at Clinica Sierra Vista. Audits may be conducted for, but not limited to, the following reasons:

- To ensure integrity, confidentiality and availability of information and resources.
- To investigate possible security incidents ensure conformance to Clinica Sierra Vista security policies.
- To monitor user or system activity where appropriate.

This policy covers all system and network devices owned or operated by Clinica Sierra Vista. This policy also covers any system and network devices that are present on Clinica Sierra Vista premises, but which may not be owned or operated by Clinica Sierra Vista.

When requested, and for the purpose of performing an audit, any access needed will be provided to members of Clinica Sierra Vista's The MIS department team. This access may include:

- User level and/or system level access to any system or network device
- Access to information (electronic, hardcopy, etc.) that may be produced, transmitted or stored on Clinica Sierra Vista equipment or premises
- Access to work areas (labs, offices, cubicles, storage areas, etc.)
- Access to interactively monitor and log traffic on Clinica Sierra Vista networks.
- Other access as deemed necessary.

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

The MIS department may revise this Audit Policy from time to time without notice, by posting a new version of this document on the Clinica Sierra Vista Intranet or in the Employee Handbook. Questions regarding this policy can be directed to itsupport@clincasierravista.org - [661.328.4240](tel:661.328.4240).

JOB DESCRIPTIONS

Policy:

It is the policy of Clinica Sierra Vista to have a job description for every position that outlines the reporting structure, essential job functions, physical requirements, and position requirements (i.e., educational and/or skills required).

Comment:

- (1) A written job description is prepared for each job in the organization. Job descriptions are evaluated in terms of knowledge, education and skill required and impact on operations.
- (2) Grades or classifications are established by the Board of Directors and a salary range is assigned to each grade or classification. The salary range provides for a spread from a minimum to a maximum rate, and permits employees in any grade to be compensated at different rates of pay based on merit, length of service, experience, education or individual productivity.
- (3) The Chief of Human Resources periodically reviews existing wages and salaries to ensure that present employees are within their job classification rate range.
- (4) The Chief of Human Resources will:
 - (A) Periodically review existing job descriptions to ensure that they adequately describe the work being performed.
 - (B) Handle all requests for re-evaluation of jobs as well as the evaluation of new jobs.
 - (C) Make adjustments in salary grades or classifications with the approval of the Board of Directors when justified by the re-evaluation process.

MAINTENANCE OF WORK AREAS

Policy:

It is the policy of Clinica that work areas remain clean and orderly at all times.

Comment:

- (1) Supervisors are responsible for making sure that their work areas are maintained in accordance with the requirements of the policy. At the end of each day, all work areas shall be clean and ready for the start of work the next day.
- (2) Food and beverages should be consumed in the lounge or in employee rest areas only.
- (3) Employees have an obligation to report any unsafe working conditions (i.e., frayed wires, broken equipment, loose floor tiles, etc.) to their supervisor. If the situation is not corrected, it should be reported to the Administration. Unsafe conditions in patient treatment or waiting areas must also be reported.

MANDATED REPORTING*Policy:*

All Clinica Sierra Vista employees are required by State law to report known or suspected child abuse or neglect. A child is defined as a person under the age of eighteen (18). Child abuse or neglect is defined as a physical injury that is not accidental, including sexual abuse or exploitation, neglect, cruelty, and some types of punishment.

Comment:

- (1) A report shall be made when a mandated reporter, in his/her professional capacity or within the scope of his/her employment, has knowledge of or observes a child whom he or she knows, or reasonably suspects, has been the victim of child abuse or neglect. [Penal Code 11166.5]
- (4) To make a report, telephone the local child protective services agency. In Kern County, the 24-hour hotline number for Child Protective Services is (661) 631-6011. In Inyo County, the number is (760) 872-1727. In Fresno County, the number is (559) 255-8320. The report can also be made to any police or sheriff's department. The call must be made immediately or as soon as practically possible. A written report must be mailed or faxed within thirty-six (36) hours of learning of the incident.
- (5) When two (2) or more persons are aware of an instance of abuse or neglect, and when there is an agreement among them, the report may be made by one of them. [Penal Code 11166(f)]
- (6) The duty to report is individual. No one shall impede the reporting duties. No one shall be subject to any sanction for making a report. [Penal Code 11166(g)]
- (7) The identity of all persons who report shall be confidential. It shall be disclosed only as described in Penal Code Section 111667(d). A person who reports child abuse is protected from civil and criminal liability as described in Penal Code 11172(a).

MEAL PERIODS

Policy:

It is the policy of Clinica Sierra Vista to schedule an unpaid meal period each work day for every employee who meets the eligibility criteria.

Comment:

- (1) Each full-time employee shall be allowed a meal period near the middle of the workday no later than 5 hours after beginning work. In departments operating on single shifts, the meal period will normally be sixty (60) minutes and must not be less than thirty (30) minutes.
- (2) Each part-time employee scheduled to work more 5 or more consecutive hours during any workday must receive a meal period of the same duration as full-time employees in the department.
- (3) Employees shall not be compensated for their meal period unless they are required to remain at their work stations while eating.
- (4) A dining area will be provided for employees to use during meal periods. Unless assigned to work during meal periods, employees may not eat in work areas. Meal periods are to be taken in the employee lounge or outside of CSV.
- (5) A meal period may be waived by mutual written consent of the employee and his/her supervisor if the total hours worked in the work day does not exceed six (6) hours. The waiver may be revoked at any time by providing the supervisor with at least one (1) day notice.
- (6) By law, no food is permitted in patient care areas or areas where infectious materials may be present (e.g., exam rooms, labs, nurses' stations, etc).
- (7) All employees are required to clock out at the beginning of, and clock in at the conclusion of their scheduled meal period.
- (8) Employees are required to take their meal periods as outlined by state and federal law. Employees who fail to take a meal period are subject to disciplinary action.
- (9) Employees are required to notify Human Resources in writing if they have requested, but have been denied the opportunity to take a meal period.

MEDIA REQUESTS AND NEWS RELEASES

Policy:

It is the policy of Clinica Sierra Vista, with respect to Clinica Sierra Vista matters which are appropriate for public knowledge, to cooperate with news media inquiries and communicate truthfully with the media.

Comment:

No employee shall give media interviews as a representative of Clinica Sierra Vista without prior approval of the Chief Executive Officer. For example, employees are not to give an interview over the radio for the purposes of television interviews, nor should they give any information about Clinica Sierra Vista electronically, (videotape, photos), over the phone, or in hard copy. This policy will ensure that accurate information will be provided for those matters that are appropriate for public knowledge. The taking of photographs and/or video-taping inside of Clinica Sierra Vista's facilities by a non-employee shall not be permitted at any time without the permission of the Chief Executive Officer.

Procedure:

Any requests for interviews of Clinica Sierra Vista representatives by the media for any location will be referred to the Chief Executive Officer. During the time an employee is attempting to contact either of the above, reporters should be told "no comment."

Courtesy and common sense should always be used in dealing with reporters. If a reporter asks a question or asks to interview the employee, he/she will politely decline and explain that the Chief Executive Officer must first be contacted for approval. The employee should ask the reporter for his or her name, the name of the publication or television or radio station, a telephone number and the topic which they wish to discuss.

The employee will then contact the Chief Executive Officer with the above information. The Chief Executive Officer, at his/her sole discretion, will determine what information is to be released and who will be authorized to release such information.

NON-SMOKING POLICY

Policy:

It is the policy of Clinica Sierra Vista to maintain and improve the health and well-being of all employees and patients.

Comment:

- (1) Employees have the right to work in an environment free of the hazards of tobacco.
- (2) Smoking, vaping and/or the use of any other tobacco products (i.e., chewing tobacco, e-cigarettes) ***are not*** permitted in Clinica Sierra Vista's buildings and facilities.
- (3) Smoking, for the purposes of this policy, includes carrying or inhaling a lighted pipe, cigar, or cigarette of any kind (including electronic cigarettes).
- (4) Smoking is expressly prohibited in rest rooms.
- (5) Smoking is only permitted outside of and away from, the facilities during regularly scheduled break and meal periods, and shall not occur in the immediate area utilized by employees and patients to enter and exit those facilities.

ORIENTATION AND TRAINING

Policy:

It is the policy of Clinica Sierra Vista to conduct orientation and training programs to familiarize employees with the organization and to enable them to learn their assigned jobs and to develop the skills required for efficient job performance.

Comment:

(1) Clinica Sierra Vista typically provides new employees with a Welcome Orientation on their first day of employment followed by New Hire Orientation which is typically held the second Wednesday of every month. New Hires will also be invited to attend a Quarterly Orientation. The primary purpose of the orientation program is to acquaint new employees with Clinica Sierra Vista's rules and policies. Additional subjects to be covered and the scheduling of the programs shall be determined by the Chief of Human Resources.

(2) Employees will be required to participate in continuing education and training programs when such instruction is considered necessary for satisfactory job performance. When the training is required, the employee will be paid for the time away from the job and the cost of attending the training.

(3) As part of our Competency Assessment Program, supervisors will be responsible for training needs of their staff. To accomplish this, supervisors will, on an annual basis with the employee's annual evaluation, do a competency assessment. This form will be attached to the annual evaluation form and be sent to the Human Resources Department. The supervisor will aggregate the evaluation forms and determine if deficiencies exist and arrange for training.

(4) All employees who draw blood or who may come into contact with Bloodborne Pathogens will receive an initial Bloodborne Pathogen Training and annually thereafter provided by Clinica Sierra Vista staff.

(5) Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS) training may be required of medical providers who have hospital privileges based on the specific hospital's regulations. Clinica Sierra Vista may pay tuition for ACLS/PALS classes, and employees will attend class on their own time.

(6) Basic Cardiac Life Support (BCLS) training is required of certain medical & dental staff. This includes the following positions: Physicians, Physicians Assistants, Nurse

Practitioners, Registered Nurses, Licensed Vocational Nurses, Medical Assistants, Dentists, Hygienists, Dental Assistants, and any other position for which BCLS is required. For required training, the classes are provided free and time to attend is paid for by Clinica Sierra Vista. If space is available, the course will be open to all other staff free of charge, on their own time, and not compensated. Only American Heart Association approved courses with hands on demonstration will be deemed acceptable BCLS training.

- (7) Supervisory and Management development programs will be conducted for supervisors and managers.
- (8) Self-instructional programs and materials may be made available for employee use.
- (9) All Clinica Sierra Vista sponsored or conducted orientation and training programs should be evaluated as to the quality of the instruction, the content, and the results.
 - (A) Evaluation forms may be prepared and distributed by the Chief of Human Resources at the conclusion of each program.
 - (B) Supervisors of employees participating in organization programs may be requested to evaluate the effectiveness of the programs in terms of operating results.
 - (C) Participants in organization-run programs may be required to take tests to determine the extent to which they have learned the knowledge and skills being taught.
- (10) Records will be maintained by the Chief of Human Resources of all training programs completed by each employee.

CONFLICT OF INTEREST/CORPORATE ETHICS/OUTSIDE EMPLOYMENT

Clinica Sierra Vista Board members and all employees including volunteers and interns (associates) are expected to maintain high standards of professional and business integrity and to avoid situations and behaviors that could reasonably be foreseen to reflect negatively on the integrity or reputation of Clinica Sierra Vista. Associates of Clinica Sierra Vista have a duty to act in the best interest of Clinica Sierra Vista and not put their personal business or competing professional interests ahead of those of Clinica Sierra Vista.

A potential or actual conflict of interest exists when an associate's commitments and obligations to Clinica Sierra Vista may be compromised by his/her other interests or commitments, especially economic, and particularly if those interests or commitments are not disclosed. Nothing in this policy shall be construed as limiting an employee's right to engage in legally protected activity.

The intent of this policy and its guidelines is to focus on situations that are viewed as likely to pose actual or potential conflicts of interest or to reflect negatively on the integrity or reputation of Clinica Sierra Vista and that are to be avoided by each associate. The intent is also to focus on Clinica Sierra Vista's expectation that, in questionable or unforeseen situations, timely disclosure will facilitate satisfactory resolution before any such situation becomes problematic.

Upon assuming employment, associates are to receive this policy. On an annual basis all associates are required to execute a Conflict of Interest/Corporate Ethics Statement, and periodically supplement the disclosures as may be deemed necessary. Failure to adhere to the requirements of this policy, including the completion of an annual Conflict of Interest/Corporate Ethics Statement, can result in disciplinary measures, including termination.

STATEMENT OF CORPORATE ETHICS AND CONFLICT OF INTEREST

Policy:

- (1) No associate or any member of their immediate family shall have a financial interest in any outside agency which does business with Clinica Sierra Vista, other than publicly

- traded securities not exceeding one percent of any class.
- (2) Associates shall not perform directive, managerial, contracting or consulting services for any outside agency which does business or competes with Clinica Sierra Vista.
 - (3) No associate or any member of their immediate family will accept or be reimbursed for any money, gifts, favors, loans, unusual hospitality, entertainment, pleasure trips, compensation, services, use of housing, travel expenses or anything of value (per CSV's Acceptance of Gifts policy) from any person or firm which does business with or seeks to do business with Clinica Sierra Vista. This policy also prohibits any associate from providing the above mentioned items of value to patients or users of Clinica Sierra Vista's services.
 - (4) Associates shall not represent Clinica Sierra Vista in any transaction in which the associate or any close relative, such as spouse, child, parent, brother or sister have an interest.
 - (5) Associates shall not compete with Clinica Sierra Vista directly or indirectly in the purchase or sale of property or property rights or interests.
 - (6) Neither associate nor their immediate family shall have any interest or connection in any activity, which might conflict with Clinica Sierra Vista's interests.
 - (7) No associate within the area of responsibility of an employee shall have any interest or connection in any activity, which might conflict with Clinica Sierra Vista's interest or policies.
 - (8) No associate shall use Clinica Sierra Vista's funds or assets for political contributions.
 - (9) No associate shall participate in any activity involving secret or unrecorded funds or assets, the recording of false or misleading entries in books or records or the use of Clinica Sierra Vista's funds or assets for unlawful purposes.
 - (10) No associate shall participate in any transaction of any business between Clinica Sierra Vista and any member of their immediate family except for those transactions which were entered into between the related person and Clinica Sierra Vista only in the normal course of Clinica Sierra Vista's operations.
 - (11) Associates shall not hold any office such as director, officer, partner, etc., in outside

companies other than charitable, civic, or cultural organizations.

- (12) Any allegation of violation(s) of this policy and the basis for the allegation shall be communicated, confidentially and preferably (but not necessarily) in writing, to the Chief Executive Officer and/or President of the Board. Measures shall be taken to ensure that no adverse action is taken, either directly or indirectly, against a complainant who makes an allegation in good faith.

STATEMENT ON OUTSIDE EMPLOYMENT

Policy:

It is the policy of Clinica Sierra Vista to allow its associates to hold second jobs, subject to certain restrictions as outlined below. Outside employment for full-time associates is not encouraged, and the prior approval of the Chief Executive Officer must be obtained before any outside employment of work activity is undertaken. Clinica Sierra Vista prohibits its associates from engaging in any activity, practice, or act, including outside employment, which conflicts with the interests or corporate ethics of Clinica Sierra Vista or its patients.

- (1) Clinica Sierra Vista recognizes the right of its associates to spend their non-working time away from the job as they please. It does, however, require the activities away from the job must not compromise the organization's interests or adversely affect the employee's job performance and ability to fulfill all responsibilities to Clinica Sierra Vista.
- (2) Before requesting permission to seek or accept outside employment, associates are cautioned to consider carefully the demands that such additional employment will create. Should the outside employment cause or contribute to any of these situations, such outside employment must be discontinued, and if necessary, standard disciplinary procedures will be followed, up to and including termination.
- (3) Requests for permission to accept outside employment, including self-employment, should be submitted in writing to the Chief Executive Officer. The Chief Executive Officer will communicate employer's decision to the associate and, if it is denied, employer's reasons for the refusal.
- (4) All associates are expressly prohibited from engaging in any activity that competes with

Clinica Sierra Vista or compromises its interests. This includes employment with a primary medical provider, group, or organization that serves Clinica Sierra Vista's patient population and/or service area. This prohibition includes performing any services for patients on non-working time that are normally performed by Clinica Sierra Vista personnel, the unauthorized use or application of any confidential information or techniques. In addition, associates are not to conduct any outside business during paid working time.

- (5) Associates should understand that outside employment is not a valid excuse for not accepting expected or required overtime work or travel for Clinica Sierra Vista.
- (6) Clinica Sierra Vista will hold all associates to the same standards of performance and scheduling demands and cannot make exceptions for associates who also hold outside employment.

PROCEDURE TO ASSURE COMPLIANCE

On an annual basis and as changes are updated throughout the year, all associates, including the Board of Directors and members of Executive Management, are required to complete the attached affirmation statement which is designated to assist with the recognition and disclosure of any potential conflicts.

The Chief of Human Resources will initiate this process for all employees. The Chief Executive Officer will initiate the process for the Board of Directors. The Human Resource Department is responsible for ensuring that all employees have completed and returned this statement annually.

DEFINITION

Immediate family means the employee's father, mother, step parent, legal guardian, spouse (including registered domestic partner), brother or sister (including step or half), son or daughter (including step or adopted), brother and sister-in-law, mother and father-in-law, son and daughter-in-law, grandparents (including spouses), grandchildren, and persons for which the employee has durable power of attorney.

PERFORMANCE EVALUATIONS

Policy:

It is the policy of Clinica Sierra Vista that the job performance of each employee shall be evaluated periodically by the employee's supervisor. Evaluating the performance of staff is a very important job duty associated with the role of supervision, and one of the most complex in terms of skill. Competent evaluation involves the supervisor in setting goals and standards, clearly communicating performance expectations, assisting employees in accomplishing the job to be done, and evaluating the results. This formal review process is designed to work with and encourage the informal day to day practice of performance

Comment:

(1) The performance evaluation consists of a written evaluation of the employee's job performance, the supervisor's comments and recommendations, and may include an action plan for both the employee and supervisor, and performance goals for the next evaluation period. Information derived from the performance evaluation will be used to identify the training needs of the employee and to determine the employee's eligibility for merit salary increases, promotion, and transfer.

(2) Performance evaluations shall be completed upon the following occasions:

(A) Introductory evaluations are typically completed at approximately 90 days after an employee's hire, transfer, or promotion date and shall provide an evaluation of the employee's performance and shall identify areas of performance needing improvement and goals for future development.

(B) Annual evaluations are typically completed on an employee's anniversary date and shall provide an evaluation of the employee's performance and shall identify areas of performance needing improvement and goals for future development.

(C) At any other time a supervisor deems it appropriate.

(3) The job performance of each employee shall be evaluated on the basis of the experience and training of the employee, the job description, and the attainment of previously set objectives and goals. Factors to be considered in the performance evaluation include, but are not limited to, knowledge of the job, quantity and quality of work, promptness in completing assignments,

cooperation, initiative, reliability, attendance, judgment, and acceptance of responsibility and customer service.

(4) Supervisors will be rated on their ability to handle performance evaluations and should make every effort to avoid the following common errors that can distort the evaluation process:

- (A) Basing the evaluation on the employee's most recent behavior, instead of evaluating the whole performance period.
- (B) Allowing irrelevant or non-job related factors such as physical appearance, social standing, or personal habits to influence the evaluation.
- (C) Failing to include unfavorable comments on the evaluation, even though justified.
- (D) Rating all subordinated at about the same point on the scale, usually the middle or too high.
- (E) Allowing one characteristic of the employee or aspect of employee's job performance to distort the rest of the rating process.
- (F) Permitting personal feelings to bias the evaluation process.
- (G) Each written evaluation by the supervisor shall be reviewed and signed by the department head where appropriate, to help assure objectivity and fairness.

(5) The supervisor and employee shall meet and discuss the evaluation, assess the employee's strengths and weaknesses in a constructive manner, and set objectives and goals for the period ahead. The employee shall be given the opportunity to examine the written evaluation, be given a copy, and make written comments about any aspect of it. The employee and supervisor shall then sign and date the evaluation and forward it to the Human Resources Department for inclusion in the employee's personnel file.

(6) If the written evaluation contains an unfavorable comment or rating which the employee believes is unfair or unjustified, and the matter has not been resolved to the employee's satisfaction during the discussion with the supervisor, the employee may take further action and request a meeting with the Chief of Human Resources.

(7) Nothing contained in this policy should be construed to prohibit or discourage supervisors from discussing an employee's job performance with the employee on an informal basis whenever the need to do so arises.

(8) The Chief Executive Officer will be evaluated by the Clinica Sierra Vista Board of Directors.

PERSONAL APPEARANCE OF EMPLOYEES

Policy:

It is the policy of Clinica Sierra Vista that employee's dress/attire, grooming and personal hygiene should be appropriate to the work situation and should project a professional image. Departures from appropriate dress or personal grooming are not permitted.

Comments:

(1) Every employee has some contact with the public and, therefore, represents Clinica Sierra Vista. A properly attired employee helps to create a favorable image of Clinica Sierra Vista. Employees are expected to dress in a manner that is normally acceptable in professional business establishments. Accordingly, the personal appearance of staff shall be governed by the following standards:

(A) **Physical Characteristics.** Hair should be clean, combed, and neatly trimmed and arranged. Shaggy, unkempt or brightly-dyed hair is not permissible regardless of length. Sideburns, moustaches, and beards should be neatly trimmed. Nails should be maintained at a length that does not interfere with job duties/performance (Max. ¼" beyond fingertip). No hickies, tattoos, plugs, body piercings other than earrings, shall be visible when sitting or standing. All tattoos are to be covered primarily by clothing (ie. Long-sleeved shirts, pants, socks, etc) whenever possible. Tattoos in locations that may not be covered by clothing (ie, neck, hands) may be covered by other items such as band aids or make-up. All staff should understand and develop good hygiene practices.

- (1) Odors in the health care environment can be annoying for patients. Perfumes/colognes are not to be offensive.
- (2) An identification badge must be worn above the waist line in a manner that can be easily viewed by patients, visitors and staff. No stickers, pins or other objects shall block any vital information contained on the badge, including the employee's name, picture, and job classification.
- (3) Appropriate clothing should be in good condition, not wrinkled, ripped or faded and includes the following:
 - Slacks must be full length (below the ankle).
 - Cropped pants may be no more than 7" above the floor and must not be jean material.
 - Skirts or slits in skirts shall not exceed 2" above the knee.
 - Appropriate footwear with backs is required. Heels (pumps, wedges, platforms, etc.) are not to exceed 2" in heel height. Stilettos of any height are not allowed.
 - Ties, sports coats and suits are optional.

- Men's shirts must be of the type with both collars and sleeves.
 - Women's shirts must be of the type with or without collars, but they must not be a t-shirt.
 - The midriff area of the body and/or undergarments must not be visible when sitting, standing or bending over.
 - Colored jeans (except for blue jeans) may be worn, but must not be faded, too tight, etc.
- (4) The wearing of the following is **NOT** permitted as they do not present a business-like appearance:
- T-Shirts (see Casual Fridays)
 - tank or tube tops
 - shorts, skorts, capris or cropped pants (higher than 7" from the floor)
 - mini-skirts or backless attire
 - flip flop sandals, thongs, or clogs
 - not more than 5 ear piercings, combined
 - blue jeans, jackets, skirts, or any other article of clothing made out of blue jean material, except on Fridays
 - baseball hats, beanies, etc.
 - overalls
 - low cut, see through, suggestive or revealing clothing
 - nose, tongue, eyebrow rings/studs, or any facial piercing
 - visible tattoos (must cover with clothing)
 - sweats or jogging outfits
 - spandex or athletic clothing (including hooded sweatshirts, hoodies, or other type of sweatshirt)
 - tights or leggings (except under a skirt or dress of acceptable length)
 - torn, frayed, stained or dirty attire
 - gang attire
- (5) It is understood that:
- Some job duties fall outside of the traditional office atmosphere where the standards listed above would not be reasonable. Walking shorts in outdoor settings will be acceptable. Shorts must conform to the same 2" above the knee requirement. Supervisors should consult a human resource representative when deciding what attire is appropriate according to the job function.
 - In some departments a uniform may be required, e.g. scrub tops in the medical and dental departments.
 - Based on the needs of various departments/positions and the functions and services provided, additional guidelines may be outlined (i.e., long, brightly colored finger-nails are not permitted for employees who have patient/client contact).
 - The above standards apply to all employees during work hours.

(6) Casual Fridays:

- Every Friday, employees may wear nice blue jeans (not faded, torn, too tight, etc.) with a collared Clinica Sierra Vista shirt, only if Clinica Sierra Vista has made, distributed, sold, or endorsed the shirt. Employees not wearing an endorsed, collared, Clinica Sierra Vista shirt may not wear blue jeans on casual Fridays.

(2) If an employee reports for work improperly dressed or groomed, the supervisor shall instruct the employee to return home to change clothes or to take other appropriate corrective action. The employee will not be compensated during such time away from work, and repeated violations of this policy will be cause for disciplinary action.

(3) All supervisors and managers are responsible for monitoring this policy and assuring that all employees adhere to its provisions.

DRESS CODE FOR DIRECT PATIENT OR CLIENT CONTACT

Policy:

In order to meet the expectations of our patients and the public, all nursing departments and departments who see clients and have direct client contact while on duty will follow the guidelines below.

- A. **Badge:** An identification badge must be worn above the waist line in a manner that can be easily viewed by patients, visitors and staff. No stickers, pins or other objects shall block any vital information contained on the badge, including the employee's name, picture, and job classification.
- B. **Hair:** Should have a cleaned and neat appearance. Staff should consider safety issues involved with hairstyle worn at work. Extremes in style or color should not be worn at work. Facial hair must be clean, neat, and groomed.
- C. **Jewelry:** Should be appropriate to professional wear and not present a safety hazard when working with patients or equipment. Faddish body piercing, including ear plugs, nose ring, tongue ring, eyebrow ring, etc. is prohibited while on duty.
- D. **Uniforms:** White, solid, colored, or print scrub tops with sleeves are required. Collared polo shirts are acceptable. White, solid, or print scrub pants may be worn. White jeans may also be worn. No sweat or jogging pants are allowed. A white uniform skirt, dress, or jumper may be worn but must not impede the employee's performance. At no time should attire be perceived as offensive, unprofessional, or impede customer service or patient care. All articles of clothing and accessories are subject to this policy and include but are not limited to: T-shirts, hats, headbands,

- belts/buckles, and lapel pins. Managers have the authority to set uniform standards and may require certain scrub colors be worn on certain days of the week.
- E. Footwear: Clean, closed-toe shoes must be worn. Slip-on shoes are not permitted.
 - F. Fragrances: Perfumes, colognes, or other products with fragrances, if worn at all, should be kept to a minimum, due to increased allergies.
 - G. No gum chewing.
 - H. Fingernail Policy:
 - a. Fingernails are to be neatly maintained and of reasonable length (1/8" beyond fingertip).
 - b. Artificial nail enhancements are not to be worn. Nail polish is permitted, but anything applied to natural nails, other than nail polish is considered an enhancement. This includes but is not limited to, artificial nails, tips, wraps, appliqués, acrylics, gels, and any additional items applied to the nail surface.
 - c. Unchipped nail polish is permissible.
 - I. Casual Fridays:
 - a. Every Friday, employees may wear nice blue jeans (not faded, torn, too tight, etc.) with a Clinica Sierra Vista Logo collared shirt, only if CSV has made, distributed, sold, or endorsed the shirt. Employees not wearing an endorsed, collared, CSV Logo uniform shirt may not wear blue jeans on casual Fridays.

In the event of non-compliance with policy, the employee will be relieved of duty and will not be returned to duty until they are in compliance. Employee will be given a verbal warning on the first violation of this policy; however, further violations will result in disciplinary action, up to and including termination.

All supervisors and managers are responsible for monitoring of this policy and assuring that all employees adhere to its provisions.

PERSONAL FINANCES OF EMPLOYEES*Policy:*

It is the policy of Clinica that all employees are expected to discharge their financial obligations promptly so that creditors will not have to ask for Clinica Sierra Vista's assistance in collecting amounts owed to them.

Comment:

- (1) Whenever Clinica is served with a writ of garnishment or attachment, a notice of levy by the Internal Revenue Service or other taxing authority, or any other similar order requiring payment of a portion of an employee's compensation to someone other than the employee, management must immediately refer the matter to the Accounting Department for appropriate action. Failure to act promptly may render Clinica Sierra Vista legally liable.
- (2) In the event that garnishment or similar proceedings are instituted against an employee, Clinica Sierra Vista will deduct the required amount from the employee's paycheck. The amount deducted from an employee's disposable earnings will not exceed that permitted by law.
- (3) Compliance with writs of garnishment and similar orders imposes an administrative and financial burden on Clinica Sierra Vista. In addition, the failure of an employee to meet employee's financial obligations does not reflect favorably on Clinica Sierra Vista and frequently has an adverse effect on the employee's job performance.
- (4) No employee will be terminated by reason of the fact that employee's earnings have been subjected to garnishment for one's indebtedness. Repeated garnishments for more than one indebtedness may result in termination, depending upon the circumstances of the case, the employee's record of performance, and the recommendation of employee's supervisor.
- (5) Clinica Sierra Vista will not deny employment to or terminate the employment of any person solely because that person has filed a petition for bankruptcy.

PERSONAL PROPERTY

Policy:

It is the policy of Clinica Sierra Vista to assist its employees in safeguarding their personal property while at work. However, Clinica Sierra Vista cannot assume responsibility for the loss, theft or damage of personal belongings.

Comment:

- (1) Employees are advised not to carry large sums of cash or other valuables with them when they come to work.
- (2) Articles or personal property found on the premises should be returned to the owner, if known, or turned in to reception. Inquiries regarding lost property should be directed to reception.
- (3) It is expected that staff will exercise reasonable care with respect to their belongings. Under no circumstances should personal belongings be left unattended on desk tops.
- (4) Clinica Sierra Vista will not reimburse employees for personal property or equipment that is lost, stolen or damaged. This also applies to personal property such as radios, purses, etc. Employees should have access to a locked drawer or cabinet for their personal belongings (i.e., purse) in their work area. Employees who do not have a locked drawer or cabinet available should contact their supervisor.

PERSONNEL FILES

Policy:

It is the policy of Clinica Sierra Vista to maintain certain records on each employee, which are directly related to the employee's job within the organization. At all times, Clinica Sierra Vista will do its best to balance the employee's right to privacy with Clinica Sierra Vista's need to collect and use information. There shall be one official personnel file for each employee, to be kept in the Human Resources Department.

Comment:

- (1) This official file shall be the only file used in decisions respecting all terms and conditions of employment of an employee. The official documents constituting the file shall be the originals or, in the event the original document is received in facsimile or electronic form, an accurate copy.
- (2) Each employee's personnel file will contain only such information as is needed by Clinica Sierra Vista in conducting its business or is required by Federal, State, or local law. The material in the personnel file may include, but shall not be limited to, the employee's resume, school transcripts, application forms, references, salary and work history, evaluations, insurance or license information, safety training records, disciplinary material, decisions and recommendations together with the reasons arising from personnel decisions involving the employee, and copies of material reflecting professional development and achievement.
- (3) The information contained in each personnel file will be obtained directly from the employee to the greatest extent possible. All assessments concerning the evaluation of an employee shall be in writing and signed, included in the personnel file and made available to the employee.
- (4) Each personnel file will be reviewed periodically to insure that the file contains only information that is relevant to the individual's employment with Clinica. Each record in the file will be examined for accuracy, timeliness, and completeness. Material that is irrelevant, inaccurate, or obsolete will be deleted from the file.
- (5) Employees and former employees (and/or their legal representative) are allowed to inspect or obtain copies of their own personnel records, during normal business hours and upon

reasonable notice. A written request to do so should be directed to the Chief of Human Resources. Files will be made available within 30 days of the receipt of the written request. Former employees are entitled to one request per year. Employment files involved in employment-related litigation will not be released in accordance with this policy. Clinica Sierra Vista will comply with no more than 50 requests from employee representatives in one calendar month. References from past employers and certain other private documents are not subject to review under this policy.

(6) Examination of files must be carried out in the presence of a person designated by the Chief of Human Resources. Employees shall be required to provide identification before access to the personnel file is granted. Employees shall not remove the personnel file or any of its contents from the Human Resources Department. The employee may take notes regarding the documents contained in their file; however, they may not remove, mark, destroy, or otherwise deface any of the documents.

(7) If after inspecting employee's personnel record, the employee believes that certain material is irrelevant, inaccurate, or obsolete, he or she may submit a written request to the Chief Executive Officer to remove the material from the employee's file. The Chief Executive Officer will either remove the material or inform the employee why the material should remain in the file. If the employee is not satisfied with Chief Executive Officer's decision, the employee shall be permitted to place a written statement of disagreement in the file and the employee may pursue the matter further using the regular grievance procedure.

(8) Various federal, state and local laws require that certain records be retained for three (3) years from the last effective date. The federal Equal Employment Opportunity laws require that records dealing with hiring, promotion, termination and similar personnel decisions be retained for at least one year from the date of the personnel action.

(9) All requests from sources outside Clinica for personnel information concerning applicants for employment, current employees, and former employees shall be directed to the Human Resources Department. The Human Resources Department will generally release information to outsiders in response to written requests only, only after obtaining the written consent of the individual who is the subject of the inquiry. However, the Human Resources Department may release the following information without first obtaining the consent of the individual involved:

- (A) Employment dates.
- (B) Position held.
- (C) Location of job site.
- (D) Eligibility for rehire.

(10) In order to guarantee the security of Clinica Sierra Vista's personnel records, all files are kept in one area of the Administration. The files are locked during non-working hours or when no one from the Human Resources Department is in the area. Staff who have a legitimate need to inspect personnel records include the Chief Executive Officer, Executive Management Team, designated administrative staff, and when appropriate, department heads who are considering an employee for promotion, transfer, or other personnel action.

(11) In order to keep personnel files up to date, employees are required to notify the Human Resources Department by submitting electronic changes to any of the following:

- (A) Name
- (B) Address
- (C) Telephone number
- (D) Marital status
- (E) Number of dependents
- (F) Beneficiary designations for any of Clinica Sierra Vista's insurance or disability plans
- (G) Persons to be notified in case of emergency

(12) When a change in number of dependents or marital status occurs, the employee should complete a new W-4 for income tax withholding purposes.

POLITICAL ACTIVITIES

Policy:

It is the policy of Clinica Sierra Vista's to encourage employees, who wish to do so as a personal activity, to express their viewpoints on political issues, to participate in political campaigns, to offer themselves as candidates for office, and to hold office.

Comment:

The only limitations Clinica Sierra Vista imposes are those reasonably necessary to protect its independence in business matters, and to insure its adherence to its compliance with the laws under which it operates. More specifically, those limitations are to preserve, in fact and in appearance, the non-partisan, independent, tax-exempt status; and to protect against any conflicts of interest or time which may infringe on the ability of Clinica Sierra Vista personnel to perform their official duties and meet their responsibilities with maximum effectiveness and objectivity.

Clinica Sierra Vista will not attempt to influence an individual's personal political affiliation or activity, nor will it infer that a given political affiliation is expected, desired, or is to be avoided by its employees. Employees who wish to participate in political activities or to express themselves in the public media on political or social issues do so as individual citizens. They shall refrain in those activities from using their titles, the name of Clinica Sierra Vista or any department or organizational unit which may permit the inference that they are acting for or are endorsed by Clinica Sierra Vista or that they represent its employees. An employee is expected to make reasonable efforts to prevent others from such misuse of the name of Clinica Sierra Vista in connection with his or her political activity, and to explicitly state that he or she is acting as a private citizen.

Clinica Sierra Vista's property, offices or meeting rooms shall not be used by employees for political purposes or meetings. Clinica Sierra Vista's resources, such as letterhead, mailing lists or labels, office supplies, equipment, copying and duplicating machines, bulletin boards and telephones shall not be used for political activities. Employees shall not use regularly scheduled work time for personal political activity.

Procedure:

An employee who expects to participate in political activity, which could conceivably cause conflict, is expected to discuss the matter promptly with the Chief Executive Officer. Any department head who perceives that the activity of an employee may involve such a conflict shall initiate such a discussion. The objective of the discussion is a complete understanding and, if necessary, agreement as to a plan for changes of duties, use of leave, or other administrative actions sufficient to protect Clinica Sierra Vista's interests.

Political activity shall be regarded as personal business. Any changes of position, use of accrued time off, or leaves of absence shall be provided under the policies and regulations normally applicable to the employees concerned.

PROMOTIONS

Policy:

It is the policy of Clinica Sierra Vista to hire employees for entry-level positions and to train and develop them for promotion to higher level positions. Employees who desire to apply for a particular job must notify the Chief of Human Resources in writing. Supervisors may recommend employees for consideration as candidates for promotion. Employees are allowed time off with pay for job interviews related to promotion within Clinica Sierra Vista.

In selecting the applicant for promotion, the following factors will be considered:

- ability to perform the work
- education
- experience
- past performance
- attendance and work records
- performance appraisals
- job-related aptitude tests
- possession of the qualifications of the new position

Employees selected for promotion will be placed on an introductory period of ninety (90) days. Promoted employees will be given training in their new job. At the end of the introductory period, the supervisor will prepare a written evaluation of the promoted employee's performance with a recommendation as to the promotion. Copies of the evaluation will be forwarded to the Chief of Human Resources.

A promoted employee will:

- be given a rate of pay within the salary range for the new job which is commensurate with employee's performance level
- be given the new job title
- have his/her personnel file updated to record the promotion

- have the promotion publicized
- have his/her anniversary date changed to the date of the promotion

For an updated list of job openings, refer to CSV's employment page at www.clinicasierravista.org.

REDUCTION IN FORCE

Policy:

Clinica Sierra Vista reserves the right to initiate a Reduction-in-Force (RIF) when it determines that action is necessary. The employee reduction process will be administered in a way that meets the business needs of Clinica Sierra Vista and endeavors to treat employees consistently. The staff reduction process identifies positions which are to be eliminated, provides a means for reviewing the impact of affected employees, and establishes procedures for implementing the reduction. No decisions concerning the RIF shall be made utilizing age, race, sex, religion, national origin, or any other factor prohibited by law.

Comment:

- (1) When it is decided to close a program, facility or operating units within a facility, or to conduct a “mass lay off,” the Worker Adjustment and Retraining (W.A.R.N.) requirements specified by state and federal law will apply.
- (2) When business conditions require a RIF, a sixty-day calendar day notification period will be provided to affected employees.
- (3) The Human Resources Department and management shall prepare an impact analysis to identify the positions that will be eliminated and the employees currently in those positions. All relevant issues will be reviewed, including specific job skills relating to the needs of Clinica Sierra Vista, recent performance evaluation(s), length of service, and current disciplinary actions.
- (4) The Chief Executive Officer, in consultation with Human Resources, shall review the entire RIF plan to ensure compliance. When a RIF is planned for a specific job classification within a department, an employee who reports to the department and who meets the following criteria shall be laid off first; the employee has been placed on disciplinary action for any reason within the six (6) calendar months prior to the scheduled RIF notification, and the employee has received a below standard rating at the most recent performance evaluation. Once completed, Administration will continue with the RIF procedures and distribute formal notification letters to the affected employees.
- (5) Clinica Sierra Vista reserves the right to determine which specific job skills it desires to maintain after the completion of the RIF.

(6) Employees will be eligible to interview for open positions throughout the period of notification.

(7) An employee who has not been placed in a position during the notification period shall be terminated from employment. A leave of absence status, whether paid or unpaid, will not delay the effective date of termination resulting from a RIF. Termination of employment as the result of a RIF affects the following benefits; medical, dental, vision, life insurance and long-term disability. To continue basic medical, dental, vision, voluntary life insurance and pharmacy coverage, the affected employee must pay the premium. Coverage is discontinued in the event the employee fails to make the required premium payments for one (1) month or more. The decision to continue coverage is at the sole discretion of the affected employee. Because a RIF is a change in status, continuation or cancellation of coverage for any dependents who are formerly insured is at the option of the employee. Basic group life insurance ends on the last day of the month in which the termination is effective. Retirement plan benefits are administered in accordance with the provisions of the applicable plan and federal law.

REPORTING SUSPECTED ILLEGAL ACTIVITIES

Policy:

Clinica Sierra Vista policy encourages employees to disclose suspected improper/illegal actions committed by individuals and provides the reporting parties with protection against retaliation. This policy is also intended to safeguard Clinica Sierra Vista's legitimate interests by encouraging that complaints be made first internally and by providing means for speedy dispute resolution.

Definitions:

Improper/illegal action is any action by a Clinica Sierra Vista employee that is undertaken in the performance of that individual's official duties, whether or not it is within the scope of employment; and, in violation of any federal, state, or local law or rule, is an abuse of authority, is of a substantial and a specific danger to the public health or safety, or is a gross waste of organization/public funds. In addition, employees are not free to disclose matters that would affect a person's right to legally protected confidential communications.

Retaliatory action is any adverse change in an employee's employment status, or the terms and conditions of employment including denial of adequate staff to perform duties, frequent staff changes, frequent and undesirable office changes, letters of reprimand, demotion, transfer, reassignment, reduction in pay, denial of promotion, suspension, dismissal, or any other disciplinary action taken as a result of the protected activity.

Procedure:

An employee who suspects that another Clinica Sierra Vista employee is committing an improper/illegal action should bring the issue to his/her supervisor. The employee shall submit a written statement detailing his/her belief that an improper/illegal action has occurred. The letter will be directed to the Chief Executive Officer, the Corporate Compliance Officer or the Chief of Human Resources. Where the employee believes the improper action involves his or her supervisor, the employee may raise the issue directly with the Chief Executive Officer or the Chief of Human Resources.

Clinica Sierra Vista will promptly investigate the report of improper/illegal action. Clinica Sierra Vista will endeavor to keep the identity of a reporting employee or witness

confidential to the extent possible under the law, unless the employee authorizes disclosure of his/her identity in writing.

After an investigation has been completed, the employee reporting the improper/illegal action shall be advised of the results of the investigation, except for confidential personnel actions taken as a result of the investigation. Should Clinica Sierra Vista fail to take proper action, the employee may then report the impropriety outside the agency.

It is unlawful to take retaliatory action against an employee because he or she has, in good faith, reported improper/illegal action.

Clinica Sierra Vista employees who feel they have been subjected to retaliatory action due to reporting an improper/illegal action must provide written notice to the Chief of Human Resources of the retaliatory action within thirty (30) days of its occurrence.

In filing a complaint of retaliation:

- The employee will be required to prove that his/her reporting caused the employer's adverse action.
- The employer can defend the action by proving the action was not taken in response to the employee's report.
- The employee, him/her self, not another party, must provide the information in written form regarding the improper/illegal action.

Clinica Sierra Vista will respond to the complaint within 30 days of its receipt. An employee seeking a hearing should deliver the request to the Chief Executive Officer, or Chief of Human Resources within fifteen (15) days of receiving the response.

REQUESTS FOR EMPLOYEE INFORMATION

Policy:

All inquiries regarding present or past Clinica Sierra Vista employees are to be referred to the Human Resources Department.

Comment:

Responses to requests for information from financial institutions concerning employees will only be made after employees give written permission to respond to specific inquiries. Further, with regard to any inquiry made carrying the potential for continued employment, the following statement should be made by Human Resources: "While all employees of Clinica Sierra Vista are employees at will, it is not anticipated that the employment status of the above-named individual will be altered." The only response to a request for wage or salary information that can be made is confirmation of the information that the inquiring individual has been provided.

If a request for information is from a government agency, the Human Resources Department will respond. Prior to releasing any information, there must be confirmation that the individual requesting it is actually associated with the government agency and has an acceptable reason for requesting the information. If an employee is under investigation for a criminal act, the employee will not be contacted regarding the request by a government agency.

Human Resources will respond in a timely manner to all subpoenas for employee records. Before responding, the Human Resources Department will confirm that the subpoena is genuine. Further, the Human Resources Department will notify the individual employee of the existence of the subpoena in order to provide the individual with an opportunity to retain counsel. Clinica Sierra Vista will not provide any legal advice to any employee in this regard.

Only factual information concerning an employee will be released. This information may only confirm that the individual was employed with Clinica Sierra Vista and include the dates of employment and the position held.

Even upon written request, no additional information will be disclosed unless there exists a subpoena or a written release by the employee to disclose the information in a form satisfactory to the Chief of Human Resources.

REST PERIODS

Policy:

It is the policy of Clinica Sierra Vista to improve employee morale and productivity by providing rest breaks during the course of each workday.

Comment:

- (1) Each employee shall receive, and are personally responsible for taking, a rest break of ten (10) minutes at approximately the middle of every four (4) hours of work not broken by meal period for an eight (8) hour shift. Employees on alternate work schedules will have rest break time prorated accordingly.
- (2) The time for employee rest breaks shall be scheduled by each supervisor with appropriate regard for the work load. The employee shall be advised of his/her scheduled rest period.
- (3) Time spent on rest breaks will be compensated as working time. Employees are not required to clock in and out for rest periods.
- (4) Rest breaks should be taken in the employee lounge or in similar designated non-work areas.
 - (A) While on your rest break you must not interfere with fellow employees who are continuing to work.
 - (B) You should remain on Clinica Sierra Vista premises during your rest break, unless you have made arrangements with your supervisor to go off premises for your rest break.
 - (C) Food and beverages should be kept in the break area.
- (5) Employees are required to take rest breaks.
- (6) Employees abusing the rest break privileges or who do not take breaks as directed in this policy and California law are subject to disciplinary action, up to and including termination of employment.
- (7) Clinica Sierra Vista is supportive of breastfeeding moms. Breastfeeding moms will be allowed to express their breast milk during their break time. Appropriate time and space will be provided.
- (8) Rest period cannot be utilized to come in late, leave early, or to extend the meal break.

(9) Employees are required to notify Human Resources in writing if they have requested, but have been denied the opportunity to take a break or meal period.

SALARY ADMINISTRATION

Policy:

It is the policy of Clinica Sierra Vista to pay wages and salaries which are based upon the nature of the job performed and which are reasonably competitive with rates being paid for similar work by other employers in the area as well as in other community health centers. Salary increases are intended to reward job performance and are not given on the basis of length of service alone.

Comment:

- (1) New employees generally are hired at the minimum rate assigned to their job. Supervisors may recommend higher starting rates based on the employee's experience or education. These recommendations will be reviewed by the appropriate department heads and the Chief of Human Resources.
- (2) Supervisors may recommend salary increases for their employees in conjunction with regular performance appraisals. Recommendations for salary increases will be reviewed by department heads and forwarded to the Chief of Human Resources.
- (3) Wage and salary surveys are conducted as needed. The surveys are conducted among area medical organizations as well as community health centers statewide. The data obtained from these surveys form the basis for recommendations for grade adjustments.
- (4) Depending on a number of factors including inflation, financial condition of Clinica Sierra Vista, competitiveness of salary grades, etc. the salary structure may be realigned.
- (5) Employees are paid on a bi-weekly basis.
- (6) On each payday, employees will receive a statement showing gross pay, deductions, and net pay. City, State, Federal, and Social Security (FICA) taxes and employee contributions to Clinica Sierra Vista's benefit plans will be deducted automatically. Deductions for the retirement plan and similar purposes will be made if the employee submits a request in writing to the Human Resources Department.

SALARY ADVANCES

Policy:

It is the policy of Clinica Sierra Vista for the CEO and/or the CFO to grant a salary advance to a regular employee under unusual circumstances, providing the following criteria are met:

- (1) The employee, in the CEO and/or CFO's opinion, demonstrates no other viable alternatives.
- (2) A confidential statement of need will be prepared by the employee and routed to the CEO and/or CFO. A copy is to be placed in the employee's personnel file.
- (3) The salary advance will not exceed the amount due for actual days worked in the pay period, up to one hundred dollars (\$100.00).
- (4) Salary advances will only be allowed during non-payroll weeks.
- (5) The salary advance will be deducted from the employee's payroll check in the pay period in which the advance was made.
- (6) The CEO and/or CFO may not grant more than two (2) salary advances in any calendar year to a specific employee.

SALARY RAISES

Policy:

It is the policy of Clinica Sierra Vista that an employee is eligible for a salary raise, provided the employee has served satisfactorily and there are remaining steps within the employee's salary grade and budgetary allowances have been made for same. This policy does not apply to contractual, per diem, and other like staff.

Comment:

- (1) The supervisor will recommend raises to the employees' base pay, on the basis of a successful Performance Evaluation of a given employee who has remaining steps within the employee's salary grade.
- (2) An employee who has reached their salary cap will be eligible for an annual performance award payment when all of the following applies:
 - (A) The employee has completed at least five (5) years of continuous full time or part-time benefit eligible service (at least 30 hours per week),
 - (B) The employee has been at the last step of the salary range for at least one (1) salary review year without an increase;
 - (C) The employee must have performed his/her duties satisfactorily during the qualifying salary review year.

These employees will qualify for an annual performance award payment not to exceed 2.5% of the employees' base annual salary (not including overtime, extra regular hours, etc). This annual performance award payment will not increase the employees' base salary.

SEARCH OF CLINICA SIERRA VISTA PROPERTY*Policy:*

Clinica Sierra Vista reserves the right to search company property such as lockers, desks, offices, phone systems, including voice-mail, computers, including all information stored in computers, data storage devices, and file cabinets.

Comment:

The employee will normally be present when the search is conducted by a management representative, with a third person present as a witness. In cases of suspected possession of illegal or unauthorized drugs, alcoholic beverages, firearms, weapons, and stolen property, Clinica Sierra Vista reserves the right to search employee's personal belongings on Clinica Sierra Vista's property, including but not limited to, articles of clothing, purses, briefcases, bags, and vehicles. Normally the search will be conducted in private by an appropriate representative, with a third person and the employee present as witnesses to the search.

Although an employee, or one's personal property, will not be searched without consent, an employee's consent to such a search is required as a condition of employment and the employee's refusal to consent will result in corrective action, up to and including termination. All searches of Clinica Sierra Vista's property should be approved in advance by the Chief of Human Resources.

SECURITY

Policy:

It is the policy of Clinica to provide security for its property, its employees, and persons visiting its premises. Security is the responsibility of all Clinica Sierra Vista employees. For additional information, refer to the Environment of Care policy.

Comments:

- (1) The direction of all Clinica Sierra Vista security programs shall be the responsibility of the Chief Executive Officer.
- (2) Identification badges are issued to all personnel at the time they are hired. These badges will be required for employees and must be worn at all times while at work. Employees should be only in those areas where their work requires them to be or in designated employee rest areas. Visits to other departments for the purpose of casual conversation disrupt the work routine of others and are not encouraged.
- (3) Keys for use on secured gates, doors, desks, file cabinets, vehicles, and other Clinica Sierra Vista equipment will be issued to those employees whose duties require them to have keys. The issuance and security of these keys, as well as the maintenance of key records, are the responsibility of the Director of Facilities. Employees will be required to return issued keys when the nature of their job changes or when their employment is terminated. The unauthorized duplication of keys will be considered a breach of Clinica Sierra Vista security and will subject the employee to disciplinary action up to and including termination.
- (4) Visits to Clinica Sierra Vista by friends and acquaintances of employees are not encouraged, and personal visitors should not be in work areas. Off-duty personnel are classified as visitors and, therefore, are subject to these regulations.
- (5) Clinica Sierra Vista's working areas may be entered outside of normal working hours only by employees who have been authorized to do so by their supervisor.
- (6) Clinica Sierra Vista will attempt to protect employees and their property while on Clinica Sierra Vista's premises. However, employees must exercise reasonable care for their own protection and of their personal property. In addition, employees are expected to respect the

property of others. Unauthorized possession of property belonging to another employee or visitor will be considered a breach of Clinica Sierra Vista security and will subject the employee to disciplinary action.

- (7) Clinica Sierra Vista will assume no responsibility for employee losses resulting from theft while away from the premises on Clinica Sierra Vista business.
- (8) Employees may be subject to disciplinary action for the loss of keys, badges or equipment.
- (9) Employees will be required to pay for the replacement of keys, badges, and equipment damaged/lost due to abuse or intentional damage.

SOLICITATION

Policy:

It is the policy of Clinica Sierra Vista to prohibit individuals or groups not associated with Clinica Sierra Vista from engaging in solicitation or distribution of any type and for any purpose on its property. Employees may not engage in solicitation where the soliciting employee or the employee being solicited are on working time. Employees may not distribute materials except during non-working time and in non-working areas. Employees may not engage in either solicitation or distribution at any time in immediate patient care areas. For the purposes of this policy, “working time” does not include break periods or meal periods; “working area” does not include break rooms, locker rooms, or areas which are commonly used for both work and non-work activities; “immediate patient care area” includes patients’ rooms, operating rooms, and places where patients receive treatment, such as x-ray and therapy areas.

Comment:

- (1) Unrestricted solicitation on Clinica Sierra Vista’s premises interferes with the normal operations of the organization, is detrimental to discipline and efficiency on the part of its employees and is annoying to patients.
- (2) Notwithstanding the policy above, certain company recognized charities may be permitted to solicit contributions on Clinica Sierra Vista’s premises during specified times of the year. All other solicitations of funds, petition signing, membership drives, distributions of literature or gifts, and offers for sale of merchandise or tickets by individuals or groups not associated with Clinica Sierra Vista are prohibited.
- (3) The use of Clinica Sierra Vista’s information technology resources, telephones and other electronic equipment for solicitation during working time is prohibited. In addition, the use of the bulletin boards or facsimile machine for distribution of non-Clinica Sierra Vista sanctioned information is prohibited.
- (4) All activity in violation of the restrictions established in this policy shall be reported immediately to the Chief Executive Officer.

- (5) Management shall personally ensure that solicitation and distributions authorized under this policy are conducted so as not to interfere with the duties of employees, the operations of Clinica Sierra Vista, and the rights of patients.
- (6) Violation(s) of this policy will result in disciplinary action, up to and including termination.

TELEPHONE (PERSONAL) CALLS, PERSONAL PAGERS AND MAIL*Policy:*

It is the policy of Clinica Sierra Vista that telephone and mail facilities shall be available during working hours for effective communication with Clinica Sierra Vista's patients and business associates. Accordingly, Clinica Sierra Vista's facilities should not be used for personal telephone calls or personal mail except in cases of emergency.

Comment:

(1) Use of Clinica Sierra Vista's telephone lines should be confined to business calls. Personal telephone calls should be limited to those which are absolutely necessary and should be as brief as possible and limited to 2 minutes. This restriction on the use of telephones also applies to making unnecessary personal calls to fellow employees within Clinica Sierra Vista.

(2) Phone messages should be responsibly taken and promptly given to the appropriate staff member. If you are going to leave your work area and will be away from your telephone for a period of time, inform the appropriate staff member(s) in your area who can answer the telephone in your absence as appropriate and as directed by your supervisor.

Employees are not permitted to make personal long distance telephone calls.

(3) In order to avoid adding to the increasing volume of mail, employees should not use Clinica Sierra Vista's address in receiving personal mail.

(4) Clinica stationery must not be used for personal correspondence because any communication sent out on Clinica stationery might be considered an official communication.

Personal Cellular Phones and Pagers

It is the policy of Clinica Sierra Vista that personal cellular phones, pagers and other electronic communication devices are not to be utilized in working areas (including patient areas, lobbies, offices, cubicles and hallways) and/or on working time. Personal calls and pages interrupt the regular flow of work and cause distractions to others in the work place. It is recognized that employees who utilize cell phones, pagers and other electronic communication devices cannot control the flow of incoming call/pages, therefore, all communication devices must be turned off at all times when brought into working spaces, during working time.

An employee who wishes to utilize a personal cell phone for personal business shall do so

away from the working areas and on his/her regularly scheduled rest or meal period. This includes using a cell phone for playing games, text messaging, etc. Only Clinica Sierra Vista-issued or approved communications devices may be turned on and utilized in working areas, during working hours, and only as required to conduct Clinica Sierra Vista's business.

In cases where essential or emergency calls are anticipated, an employee may request permission from his/her supervisor to have his/her cell phone or pager turned on during the period of the anticipated emergency. In such cases, the vibrating feature should be utilized, instead of the audible ring/beep.

Use of Cellular Phone While Driving

Procedure:

Proper Use of Hands-Free Phones/Devices - use of hand-free devices (such as a Bluetooth headset or speakerphone) is strictly limited to identifying the caller and the reason of the call, while driving on Clinica Sierra Vista business. If the call requires immediate attention the employee must ask the caller to hold briefly. The employee must proceed to safely pull over and stop the vehicle in a proper parking area before continuing the call. The use of a hands-free device is not considered necessary by Clinica Sierra Vista; therefore no hands-free equipment will be provided or purchased for business use.

Proper Use of Hand-Held Phones - employees who use hand-held cellular phones while on Clinica Sierra Vista business are prohibited from making or receiving any calls, or text messaging while driving. If an employee needs to make or receive a business phone call while driving, the employee should make sure the vehicle is stopped and that he or she is parked in a proper parking area for the call.

- Allow voicemail to handle your calls and return them when safe.
- If you need to place or receive a call, pull off the road to a safe location and stop the vehicle before using your phone.
- The only exception to this policy is for calls placed to 9-1-1.
- If placing or accepting an emergency call, keep the call short and use hands-free options if available.
- When receiving an emergency call, ask the caller to hold briefly until you can safely pull

your vehicle off the road.

Special Situations - employees who are faced with an emergency, such as a traffic accident, may find it necessary to make a phone call while driving. Drivers will be allowed to use a wireless telephone to make emergency calls to a law enforcement agency, a medical provider, the fire department, or other emergency services agency. Driver must pull their vehicle off the road when safe to do so.

Company Vehicles – employees who are operating company vehicles are prohibited from making or receiving any call, or text messaging while driving. Calls using Hands-Free or Hand-Held devices will not be allowed, except for in emergencies as listed in the special situations above.

Discipline - employees who are found to have violated this policy may be subject to disciplinary action, up to and including termination from employment.

TERMINATION OF EMPLOYMENT

Policy:

It is the policy of Clinica Sierra Vista to terminate employment because of an employee's resignation, discharge, retirement, or as a result of a permanent reduction in the workforce. Discharge can be for any reason not prohibited by law, including employee misconduct or unsatisfactory job performance. In the absence of a specific written agreement, employees are free to resign at any time with proper notice, and Clinica Sierra Vista is an at-will employer and reserves the right to terminate employment for any reason.

Comment on Resignation:

(1) All employees are expected to give written notice of their intent to resign. When an employee decides to resign from Clinica Sierra Vista, the employee must prepare a letter of resignation, containing the effective date and reason for leaving. The letter must be submitted to employee's supervisor and a copy to the Chief of Human Resources. The department supervisor is responsible for submitting the appropriate termination documents to the Human Resources Department.

- (A) Provider personnel who do not have a written contract are expected to give a minimum of four (4) weeks' notice.
- (B) Provider personnel who have a written contract must follow the notice stipulation in their contract.
- (C) Supervisory and Management personnel are expected to give a minimum of four (4) weeks' notice.
- (D) All other employees are expected to give a minimum of two (2) weeks' notice.
- (E) Failure to give the required notice may result in ineligibility for re-employment, except in extenuating circumstances.

Comment on Termination:

(1) Employees who are absent for one (1) or more days without notifying their immediate supervisor of the reason for the absence or employees who fail to return from an approved leave of absence on the date designated will be considered as having resigned their position and a

termination will be initiated unless there were extenuating circumstances that prevented the employee from calling in.

(2) All terminations must be approved, in advance, by the Chief Executive Officer.

Supervisors must contact the Human Resources Department before initiating any involuntary termination.

(3) The Chief of Human Resources will conduct a termination or exit interview no later than the employee's last working day or earlier if appropriate. The individual conducting the interview will:

- (A) Attempt, if the termination is voluntary, to determine the real reason or reasons why the employee is leaving, so that where appropriate, action can be taken correct any problems that come to light.
- (B) Explain any conversion benefits under Clinica Sierra Vista's group insurance plans and any other vested benefits available to the employee under Clinica Sierra Vista's benefit plans.
- (C) Determine the employee's availability for future employment, should supervisor's written evaluation recommend such re-employment.
- (D) Obtain the correct address for mailing Internal Revenue Service form W-2.
- (E) Remind the employee to take with him or her any personal belongings.

(4) A written report of the termination interview will be prepared and placed in the employee's personnel file.

(5) Individuals who leave employment with Clinica Sierra Vista must return all Clinica Sierra Vista property (including keys, cell phone, CSV property, etc.), to their supervisor and satisfy outstanding financial or other obligations on or before the last work day. Supervisors are responsible for ensuring that all Clinica Sierra Vista property is obtained from terminated employees. Examples of items which must be returned include, but are not limited to:

- (A) identification badges, credit cards, equipment, and keys to buildings and vehicles
- (B) pagers, cellular phones, and other communications equipment
- (C) policy manuals and other proprietary or confidential material, including electronic correspondence (such as e-mail), files and records

- (D) books and other materials owned by Clinica Sierra Vista, including computers, software, supplies and other computer-related materials
 - (E) uniforms and tools issued by Clinica Sierra Vista
- (6) Clinica Sierra Vista will pay employees for unused, accrued Personal Time Off (PTO). Hours paid cannot exceed the maximum leave accrual. No payment will be made for unused accrual in the Sick Time or Extended Illness Banks (EIB). Upon termination, all employees will receive their final paycheck and information on continuing benefits in a timely fashion, and accordance with state and federal law. Final wages will be paid on the employee's last work day or within seventy-two (72) hours of notice if advance notice is NOT given. If the employee is involuntarily terminated, or resigns with more than seventy-two (72) hours notice, final wages will be paid on the date of termination. Department supervisors must deliver termination paperwork, including the final time sheet, to the Human Resources Department so that these time requirements can be met.
- (7) Should the Chief Executive Officer resign or be terminated, the Chief Financial Officer shall be responsible for determining the CEO's debts to Clinica Sierra Vista and for securing the return of all Clinica Sierra Vista property.
- (8) Separation from employment, whether voluntary or involuntary, must be handled in a responsible manner by all individuals involved.

TRANSFERS

Policy:

It is the policy of Clinica Sierra Vista to fill all open positions with the best qualified individuals available and in conjunction with its business needs. Job openings which management intends to fill from within the organization will be posted regularly and by announcement. Clinica Sierra Vista may initiate job transfers from one job to another job, or from one facility to another, to accommodate the business needs of Clinica Sierra Vista. This policy is intended to allow management to place the best qualified individual into each position and site, while providing flexibility in determining work assignments as prescribed by business needs.

Reasons for transfer may include, but shall not necessarily be limited to fluctuations in department workloads or production flow, more efficient utilization of personnel, increased career opportunities, personality conflicts, reasons of health, and personnel situations.

Eligibility:

To qualify for an employee-initiated transfer the employee must meet the following prerequisites:

- Must be fully qualified and understand all of the essential functions of their current position prior to applying for another position.
- Meet all of the minimum requirements for the new position, and
- Has been performing satisfactorily in his/her current position, and
- Has been in his/her current position for a minimum of six months, and
- Is not currently on any disciplinary action.
- Have support from employee's current supervisor.

Administration/management may, at its discretion, initiate a transfer as long as the following prerequisites are met:

- The employee meets all the minimum requirements for the job, and
- There exists a business need for initiating such a transfer, and

Provisions:

For performance evaluation purposes only, an employee's anniversary date will be adjusted to the date of the transfer. Employees transferred to a new job classification as the result of an employee initiated transfer will be required to undergo a ninety (90) day introductory period.

Compensation for transferred employees will be determined by the following:

- Transfers to the same salary grade will receive the same rate of pay.
- Transfers to a lower salary grade will be paid at the same rate of pay. If the current rate of pay is higher than the maximum for the new position, the salary will be adjusted to the maximum of the new salary grade.

Information from performance evaluations, copies of written warnings and corrective actions, copies of medical restrictions in effect at the time of the request, a job classification and/or salary history summary, and/or education and training records may be provided to a prospective hiring department when such information is pertinent to the position applied for.

The releasing department head is to release an employee selected for transfer as soon as is practical, but if possible, no later than thirty (30) calendar days following acceptance of the offer by an employee. The Chief of Human Resources may approve an extension of the thirty (30) calendar day time period under unusual circumstances and following consultation with the accepting and releasing department leaders.

TRAVEL EXPENSES

Policy:

It is the policy of Clinica Sierra Vista to reimburse employees for the expenses incurred in travel, including the cost of transportation, meals, and lodging, provided such travel is performed in the course of conducting Clinica Sierra Vista business.

Comment:

- (1) Activities which may justify the reimbursement of travel expenses include the attendance at business meetings, conventions, and seminars, or other selected educational functions related to the employee's job. Prior approval of such travel must always be obtained from the employee's department head and the Chief Financial Officer.
- (2) If employees use their own vehicle for travel, the amount reimbursed shall be the current approved per mile rate paid. (Please refer to Clinica Sierra Vista's mileage chart for more information on mileage reimbursement.)
- (3) If a vehicle is obtained from a rental agency for use on Clinica Sierra Vista business, the employee making the rental arrangements shall obtain the optional insurance coverage offered by the rental agency.
- (4) Clinica Sierra Vista has a group travel accident insurance policy which covers most employees while traveling on organization business. Benefits are paid for death or dismemberment during business-related travel (policy on file in Administration). Any additional travel insurance bought by an employee will not be reimbursed by Clinica Sierra Vista.
- (5) An employee who will use their own vehicle for travel must maintain on file:
 - (A) A copy of a valid driver's license (Personnel File).
 - (B) Written proof that insurance is carried to meet at least the minimum state mandated amount for bodily injury and property damage.
 - (C) Automobile insurance MUST be consistently maintained and the policy kept "in force" at all times. If an employee learns that they do not have an active automobile insurance policy, they must contact the Human Resources Office or their supervisor immediately. Failure to notify the Human Resources Office or your supervisor about a lapse in automobile insurance coverage may result in disciplinary action up to and including termination.

- (D) Employees must notify the Human Resources Office of any arrest or conviction resulting from a moving violation (DUI, wet and reckless, etc.) or other violation that might have an impact on their ability to maintain a valid drivers license. Failure to notify the Human Resources Office about an arrest or conviction of the above-mentioned moving violation may result in disciplinary action up to and including termination.
- (6) Reimbursement for travel is to be completed on the following forms:
- (A) Local travel expenses should be completed on the Mileage Reimbursement Form by an employee who has used a private vehicle for official travel, and/or was required to purchase meals on official business. All relevant blanks on the statement must be filled in appropriately and all necessary receipts attached before reimbursement will be made.
 - (B) Out-of-town travel expenses are to be completed on the appropriate reimbursement form by the employee. All relevant blanks on the form must be filled in and all necessary receipts attached before reimbursement will be made. When mileage reimbursement is sought, distances between points of travel will be those shown in standard highway mileage guides or an explanation will be attached.
 - (C) Any travel expenses claimed that are inconsistent with policies herein, will not be paid until they are explained and/or documented adequately to support need for such expenses.
 - (D) Travel expenses (meals, lodging, etc.) are paid at the current approved rate if receipts are not presented.
- (7) Reimbursement claims should be sent to the Accounting Department at least once per month. Expenses may not be honored after thirty (30) days from the date on which the expense occurred.
- (8) A Missing Receipt Affidavit may be used only in extraordinary situations when a receipt is impossible to obtain.
- (9) A report of any accident, regardless of the extent of damage or the lack of injuries, must be made if an organization vehicle, or personal vehicle used on organization business, is involved.

Such reports must be made to the Chief Executive Officer within twenty-four (24) hours of the accident. In the event of an accident, employees are expected to cooperate fully with the authorities. However, employees should make no voluntary statement other than in reply to questions of investigating officers.

(10) Employee insurance coverage for automobiles used in organization business must be adequate (BI 15/30,000, PP 5,000, MP 5,000) to cover not only damage to the vehicle and other property damage in the event of an accident, but also injuries sustained by individuals as a result of the accident.

(11) As mentioned previously, employees are not to drive for Clinica Sierra Vista business unless they have a current certificate of insurance on file in the Accounting Department and have provided a copy of their current California driver's license. Any employee who has his/her license suspended/revoked and/or his/her automobile insurance cancelled for any reason must notify his/her supervisor immediately if the employee is required to drive a vehicle as part of his/her job. Failure to inform the supervisor of such suspension, revocation or cancellation will be grounds for termination.

UNIFORMS

Policy:

It is the policy of Clinica Sierra Vista to provide uniforms for employees when required by law or when it is determined that the wearing of a uniform would enhance the professional look of the staff.

Comment:

- (1) If it has been determined that an employee may be exposed to blood-borne pathogens, Clinica Sierra Vista will furnish and launder appropriate lab coats and/or scrub tops.
- (2) Nursing and Medical Assistant staff will be furnished three (3) scrub tops per year. These tops will be issued at the start of employment and in January of each year. On-call employees will be issued tops after ninety (90) days of employment. The employee will be responsible for the laundering of these articles.
- (3) The front desk medical receptionist will be furnished a lab coat and is responsible for the laundering of the lab coat.
- (4) Employees furnished uniforms, (i.e. scrub tops or lab coats) are required to wear them. Any deviation from this policy must be approved by the employee's supervisor.
- (5) Employees are responsible for the safekeeping of all uniforms they are furnished.
- (6) Upon termination of employment, uniforms furnished during the year must be returned before a final paycheck will be issued.

VIOLENCE IN THE WORKPLACE

Policy:

The safety and security of Clinica Sierra Vista's employees, clients and patients are very important. Threats, threatening behavior, acts of violence, or any related conduct which disrupts another's work performance or the organization's ability to execute its mission will not be tolerated.

Comment:

Any person who makes threats, exhibits threatening behavior, or engages in violent acts on Clinica Sierra Vista's property may be removed from the premises pending the outcome of an investigation. Threats, threatening behavior, or other acts of violence executed off of Clinica Sierra Vista owned or conducting official company business is a violation of this policy. Off-site threats include but are not limited to threats made via the telephone, fax, electronic or conventional mail, or any other communication medium.

Violations of this policy will lead to disciplinary action that may include dismissal, arrest and prosecution. In addition, if the source of such inappropriate behavior is a member of the public, the response may also include barring the person(s) from Clinica Sierra Vista owned or leased premises, termination of business relationships with that individual, and/or prosecution of the person(s) involved.

Procedure:

Employees are responsible for notifying their supervisor of any threats which they have witnessed, received, or have been told that another person has witnessed or received. Employees should also report any behavior they have witnessed that they regard as threatening or violent when that behavior is job related or might be carried out on company-owned or leased property or in connection with Clinica Sierra Vista employment. Supervisors shall immediately inform the Human Resources Department of any such threats or acts of workplace violence.

Each employee who receives a protective or restraining order which lists Clinica Sierra Vista-owned or leased premises as a protected area is required to provide their supervisor with a copy of such order. Further questions or concerns regarding the above policy should be directed to the Human Resources Department.

VOLUNTEERS

Policy:

Clinica Sierra Vista recognizes the need for balance among several factors, including the desirability of volunteer service, the need to protect volunteer interests, and the need to minimize risk to the volunteer and Clinica Sierra Vista. This policy seeks to provide uniform procedures for screening and engaging volunteers. The responsibility for proper screening and engagement rests with the individual departments.

Comment:

- (1) Volunteers are uncompensated individuals who perform service directly related to the business of Clinica Sierra Vista, to support the activities of Clinica Sierra Vista, or to gain experience in specific endeavors.
- (2) A Clinica Sierra Vista volunteer is an agent of the organization while performing assigned duties. Therefore, volunteers are expected to abide by Clinica Sierra Vista's policies, procedures, and external regulations that govern their actions, including, but not limited to, those of ethical behavior, confidentiality, financial responsibility, and drug use.
- (3) Clinica Sierra Vista's volunteers are not covered by the Fair Labor Standards act and are not considered employees for any purpose. Therefore, they are not eligible for any Clinica Sierra Vista benefits as a result of this volunteer association.
- (4) Volunteers are required to complete a Volunteer Packet.
- (5) Clinica Sierra Vista prohibits volunteers from performing activities such as the operation of dangerous equipment, work with hazardous materials, any activity considered inappropriate for an employee or entering into any contract on behalf of Clinica Sierra Vista.

Volunteer Requirements

- (1) An individual under the age of eighteen (18) may only become a volunteer for services for which a Volunteer Packet must be completed with parental consent.
- (2) An employee may not become a volunteer at Clinica Sierra Vista, in a position or area which is essentially similar to the individual's regular work at Clinica Sierra Vista.

Procedure:

When engaging a Clinica Sierra Vista volunteer, it is the department's responsibility to be certain the individual has adequate experience, qualifications, and training for the task he/she

will be required to perform. The following procedures are suggested to ensure that the selection process is satisfactory.

- (1) Refer the volunteer to Human Resources for the completion of the Volunteer Packet.
- (2) Obtain approval from the department director/administrator to recruit a volunteer.
- (3) The potential volunteer shall attend an orientation.
- (4) If the individual is between fifteen (15) and eighteen (18) years of age, he/she may only become a Clinica Sierra Vista volunteer, with parental consent.
- (5) When a department accepts an individual as a volunteer, the supervisor shall explain the description of duties to the volunteer.
- (7) A Clinica Sierra Vista's volunteer's term of service may be terminated at anytime and without prior warning.
- (8) Retain any forms completed during the process, as well as copies of any attachments, for a period of three (3) years from the date of the volunteer's separation.
- (9) Payment for volunteer services is not allowed, however Clinica Sierra Vista will reimburse volunteers for actual and reasonable expenses, following standard Clinica Sierra Vista reimbursement guidelines.

VERIFICATION OF EMPLOYMENT/REFERENCES

Policy:

It is the policy of Clinica Sierra Vista that all references or verifications of current or previous employment are to be provided by the Human Resources Department. Supervisors and staff are not authorized to provide employment references, verification of employment, etc., and should forward all requests the Human Resources Department on the date that they are received.

Comments:

(1) Reference and verification requests may come from a variety of sources. This includes information requested for providers who currently or previously worked for CSV as an employee or locum. The Human Resources staff will work with the Chief of Quality and Risk Management, as appropriate, regarding requests for provider references.

(2) All requests for information on current or former employees should be forwarded to the human resource department for response. Examples of the types of references that should be forwarded include, but are not limited to:

- Requests for letters of reference/recommendation (All letters of reference must be originated and coordinated by the Human Resources department and should not be drafted or distributed without the approval of the Chief of Human Resources.)
- Verbal or Written verification of previous or current employment.
- Verification of wages or employment information for credit or loan purposes (Requests from banks, mortgage companies, apartment complexes, etc).
- Verification of hours worked and wages for childcare/school.
- Letters of verification for immigration use.
- Letters verifying employee benefits.
- Letters confirming any employment details.

(3) **Requests from outside entity:** Data verified verbally will include dates of employment and title only. The Human Resources staff will only confirm your rate of pay if provided by the caller. All information requests will need to be accompanied by a signed release from the employee. Requests from police agencies will be given under California Civil Code section 47, which protects communications to a police agency engaged in a background investigation.

- (4) **Requests from the Employee:** Requests from current employees will be completed in accordance with HR policies and a copy will be placed in their employment record. Requests for employment data from former employees will need to be made in writing, and approved by the Chief of Human Resources. Requests for payroll data or copies of checks for current or former employees will need to be made in writing and sent to the Payroll Department.
- (5) All employees, other than those specified in this policy, are prohibited from providing any type of reference or verification of employment. Failure to follow this policy may result in disciplinary action up to and including termination of employment.

CERTIFIED MEDICAL ASSISTING EXAM*Policy:*

It is the policy of Clinica Sierra Vista to encourage the Medical Assisting employees to study and complete the Certified Medical Assisting (CMA) Exam.

Comments:

- (1) Clinica Sierra Vista will pay the Exam fee for any qualified Medical Assistant who:
 - (A) Has been employed for at least one year.
 - (B) Is in good standing.
- (2) Employees are strongly encouraged to study and review materials before taking the exam.
- (3) Employees who pass the CMA exam will be promoted to the appropriate salary grade, and will be eligible for continuing education benefits .
- (4) Clinica Sierra Vista will pay for the exam one time. Employees who do not pass on their attempt will not be required to reimburse any fees.
- (5) Any employee who fails to show up for the scheduled examination on time will be required to complete the exam at a future date and pay any additional fees associated, or refund Clinica Sierra Vista for the prepaid fees submitted on their behalf.

Information, requests, and questions about the California Certified Medical Assisting Exam should be directed to the Director of Nursing.

DRIVING

Policy:

It is the policy of Clinica Sierra Vista to reimburse employees for the expenses incurred while driving for CSV business. The following Driving Policy supersedes all prior CSV policies relating to “driving” and “mileage reimbursement for driving,” and is effective June 21, 2010.

Comment:

CARPOOLING

In an effort to reduce the number of vehicles needing to travel to meetings, (i.e., Quarterly Meetings, etc), CSV’s Administration will set up “carpools,” when appropriate, to reduce the number of vehicles needing to drive to the particular location.

Carpool drivers will be identified from each workgroup, and will be rotated, so that all employees wanting to “drive,” will be given an opportunity. Employees will be asked to join a carpool when needing to attend a meeting. Employees not joining a carpool will not be authorized to receive mileage reimbursement.

DRIVING A VEHICLE FOR CSV BUSINESS

Employees identified as needing to drive for company related travel or who seek mileage reimbursement must:

- (1) Ensure a copy of their valid drivers license is in their personnel file in the Human Resources Department.
- (2) Be identified as a “carpool” driver or “personally” driving the vehicle, as directed by their supervisor, in order to receive mileage reimbursement;
- (3) The driver must have a copy of their valid automobile insurance policy for the dates they are driving;
 - (A) The insurance coverage must meet the minimum state mandated amount for bodily injury and property damage.
 - (B) Copies of the insurance policy must be consistently maintained while driving for CSV business and copies kept in the employee’s car and attached to the employee’s monthly reimbursement form.
 - (C) The driver’s full name must be listed on the proof of insurance, with current dates.
- (4) Drive safely, be alert, awake and abide by the rules and regulations established by the State

of California (or other State if traveling out of state).

(5) Must maintain their vehicle in safe operating conditions at all times and have valid registration.

(6) Employees must NOT transport family members, friends, colleagues, etc., UNLESS the employee has received prior approval, and has provided a signed "Release of Liability," from the passengers, and has provided the original "signed" release to Human Resources before the trip. In addition, the employee must also show proof of insurance prior to the trip.

(7) Driving for CSV business is limited to "business purposes" only, unless the employee is at an out-of-town meeting, conference or seminar, and needs to secure lodging and meals. Refer to Out of Town Travel Guidelines.

(8) The employee must notify the Human Resources Department of any arrest or conviction resulting from a moving violation (i.e., DUI, wet and reckless, etc.) or other violation that may have an impact on their ability to maintain a valid drivers license. Failure to notify the Human Resources office of the above-mentioned moving violations will result in disciplinary action up to and including termination.

(9) Employee's must submit a CSV Reimbursement Form, no later than 30 days after the date(s) of travel

MILEAGE CALCULATION

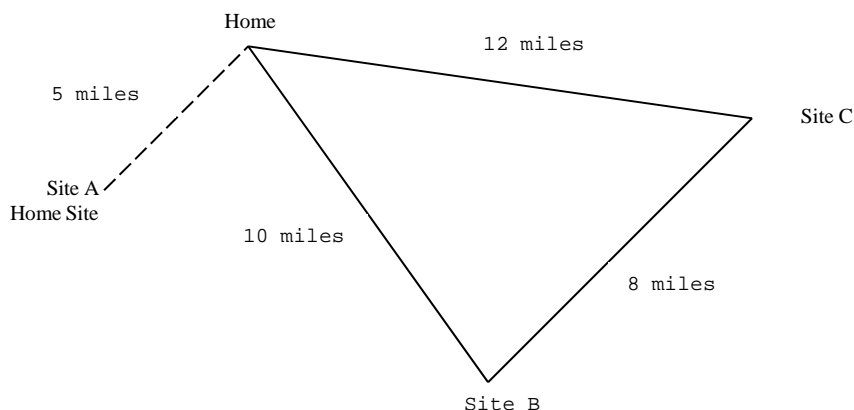
All CSV employees are assigned to a "home site(s)." However, effective May 1, 2010, mileage calculation will be as follows:

Reporting to Work and Leaving from Work

- You will not be entitled for mileage reimbursement when "reporting to" or "going home" from your home site(s) for your normal commute.
- If you are being asked to travel to a different site or meeting location for work purposes, you will be reimbursed only for miles driven in excess of your normal commute. (i.e. If your normal commute is 10 miles each way to work and you report to an alternative site 14 miles away, you will be eligible for mileage reimbursement of 4 miles each way).

Leaving a CSV Site in the Middle of a Workday, Going to another CSV Site or Off-Site Meeting

- If you are assigned to work at a different site or attend a meeting at a different location during the workday, you will be eligible for mileage reimbursement for actual miles driven in excess of your normal daily commute.
- If you are being asked to travel to multiple site(s) or meeting locations for work purposes, during the workday, you are eligible to receive mileage reimbursement from one location to the next minus your normal commute time. Example: If I work at Site A and commute 5 miles to get there, and today I am asked to report to Site B which is 10 miles away then at lunch get a call to go to Site C which is 8 miles further away, but only 12 miles from home. The mileage would be 10 miles to site A + 8 miles to site C + 12 miles home – my normal commute of 10 miles = for a total of 20 miles (See graphic representation below)



$$(10 + 8 + 12) - 10 \text{ (normal commute 5 each way)} = 20 \text{ miles}$$

Mileage Matrix

- In order to calculate mileage from site(s) to site(s) on a consistent basis, please utilize CSV's mileage matrix (located on the intranet).
- For other mileage calculations (i.e., from your personal residence to another CSV location, etc.) please utilize internet sites such as MapQuest/Google Maps, etc.

SUBMITTING A MILEAGE REIMBURSEMENT CLAIM

The following guidelines have been created to assist CSV staff in the appropriate completion of Expense Reimbursement forms. Further questions about the appropriate completion of Expense Reimbursement forms should be directed to your supervisor or to the Chief Financial Officer. Forms not appropriately completed will be sent back to the supervisor so that they can be completed appropriately.

Reimbursement Form Must Be Neat and Complete

The blue “original” form must be completed in ink and be legible and easy to read. In addition, make sure all areas are completed as appropriate. Refer to attached samples for reference.

Use Current Version of Reimbursement Form

Be sure to use the most current Reimbursement form. For example, if the mileage reimbursement rate has changed for some reason, be sure to use the appropriate form with the appropriate mileage rate on the form, etc.

Home Site

The employee’s “home site” must be stamped or hand written in the top right hand corner of the form.

Due Date - Reimbursement Forms are Due No Later than 30 Days After the End of the Month

Expense forms cannot be submitted later than 30 days past the end of the month for which they are submitted. Failure to submit expense reimbursement forms on time may result in their not being approved or processed.

Complete All Applicable Areas of the Form

Be sure to complete the form and ensure the following are clearly written and legible:

- Employee Name
- Employee Number
- Employee’s home site(s) in the top right corner
- Dates, location(s) traveled and brief description of the reason for the trip
- Number of total miles
- Refer to “Mileage Calculation” section of this policy.

- Write in your department and line item, under “Bill to” in the box on the bottom of the form.
- Calculate the number of miles and multiply by the “per mile” rate. Write the total amount to be reimbursed under “Transportation... Mileage for use...”

Be sure to attach a current copy of auto insurance coverage for the time period on the expense form. Ensure your full name and dates of coverage are on the proof of insurance. Make sure the first and last name of the employee on CSV’s records match the first and last name on the auto insurance back-up.

Give to your supervisor for their signature. Your supervisor must approve the reimbursement form and send on to Administration for processing. Supervisors must submit employee requests for reimbursement timely within 1 business day of receipt to expedite processing.

SOCIAL NETWORKING

Policy:

Clinica Sierra Vista takes no position on your decision to start or maintain a blog or participate in other social networking activities. However, it is the right and duty of the company to protect itself from unauthorized disclosure of information. Clinica Sierra Vista's social networking policy includes rules and guidelines for company-authorized social networking and personal social networking and applies to all executive officers, board members, management, volunteers, and all staff including regular, temporary, contractor, per diem, locums, or any other staffing arrangement.

Blogging or other forms of social media or technology include but are not limited to video or wiki postings, sites such as Facebook and Twitter, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters not affiliated with Clinica Sierra Vista.

Unless specifically instructed, employees are not authorized and therefore restricted to speak on behalf of Clinica Sierra Vista. Employees may not disclose Protected Health Information (PHI) in compliance with HIPAA regulations; disclose trade secrets or confidential proprietary information of Clinica Sierra Vista which may include patient information, financial information, and strategic business plans to which the employee has access.

This policy is in no way to be interpreted as restricting an employees section 7 rights under the NLRB, which protects the employees rights to engage in concerted activities for the purpose of collective bargaining or other mutual aid or protection, including the discussion of working conditions, including wages, as well as the right to form, join, or assist labor organizations.

Comment:

Employer Monitoring

Employees are cautioned that they should have no expectation of privacy while using the Internet. Your postings can be reviewed by anyone, including Clinica Sierra Vista. Clinica Sierra Vista reserves the right to monitor comments or discussions about the company, its employees, patients and the industry, including products and competitors, posted on the Internet by anyone, including employees and non-employees. Clinica Sierra Vista uses blog-search tools and software to monitor forums such as blogs and other types of personal journals, diaries, personal

and business discussion forums, and social networking sites.

Employees are cautioned that they should have no expectation of privacy while using company equipment or facilities for any purpose, including authorized blogging.

Clinica Sierra Vista reserves the right to use content management tools to monitor, review or block content on company blogs that violate company blogging rules and guidelines.

Reporting Violations

Clinica Sierra Vista requests and strongly urges employees to report any violations or possible or perceived violations to supervisors, managers or the HR department. Violations may include discussions of Clinica Sierra Vista and its employees and patients which may be hostile, threatening, harassing, or discrimination; any disclosure of trade secret or proprietary information and any unlawful activity related to blogging or social networking.

Discipline for Violations

Clinica Sierra Vista investigates and responds to all reports of violations of the social networking policy and other related policies. Violation of the company's social networking policy will result in disciplinary action up to and including immediate termination. Discipline or termination will be determined based on the nature and factors of any blog or social networking post. Clinica Sierra Vista reserves the right to take legal action where necessary against employees who engage in prohibited or unlawful conduct.

Acknowledgment

Employees are required to sign a written acknowledgement that they have received, read, understood and agreed to comply with the company's social networking policy and any other related policy.

Authorized Social Networking

The goal of authorized social networking and blogging is to become a part of the industry conversation and promote web-based sharing of ideas and exchange of information. Authorized social networking and blogging is used to convey information about company services, promote and raise awareness of Clinica Sierra Vista, search for potential new markets, communicate with employees and patients to brainstorm, issue or respond to breaking news or negative publicity, and discuss corporate, business-unit and department-specific activities and events.

When social networking, blogging or using other forms of web-based forums, Clinica

Sierra Vista must ensure that use of these communications maintains our brand identity, integrity and reputation while minimizing actual or potential legal risks, whether used inside or outside the workplace.

Rules and Guidelines

The following rules and guidelines apply to social networking and blogging when authorized by the employer and done on company time. The rules and guidelines apply to all employer-related blogs and social networking entries, including employer subsidiaries or affiliates.

Only authorized employees can prepare and modify content for Clinica Sierra Vista's blog located on the Clinica Sierra Vista webpage, or Clinica Sierra Vista's intranet and/or the social networking entries located on twitter or facebook. Content must be relevant, add value and meet at least one of the specified goals or purposes developed by Clinica Sierra Vista. If uncertain about any information, material or conversation, discuss the content with your manager.

All employees must identify themselves as employees of Clinica Sierra Vista when posting comments or responses on the employer's blog or on the social networking site.

Any copyrighted information where written reprint information has not been obtained in advance cannot be posted on Clinica Sierra Vista's blog.

Business units and departments are responsible for ensuring all blogging and social networking information complies with Clinica Sierra Vista's written policies. Business unit and department heads are authorized to remove any content that does not meet the rules and guidelines of this policy or that may be illegal or offensive. Removal of such content will be done without permission of the blogger or advance warning.

Clinica Sierra Vista expects all guest bloggers to abide by all rules and guidelines of this policy. Company reserves the right to remove, without advance notice or permission, all guest bloggers' content considered inaccurate or offensive. Clinica Sierra Vista also reserves the right to take legal action against guests who engage in prohibited or unlawful conduct.

Personal Blogs

Clinica Sierra Vista respects the right of employees to write blogs and use social networking sites and does not want to discourage employees from self-publishing and self-expression. Employees are expected to follow the guidelines and policies set forth to provide a

clear line between you as the individual and you as the employee.

Clinica Sierra Vista respects the right of employees to use blogs and social networking sites as a medium of self-expression and public conversation and does not discriminate against employees who use these media for personal interests and affiliations or other lawful purposes.

Bloggers and commenters are personally responsible for their commentary on blogs and social networking sites. Bloggers and commenters can be held personally liable for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party, not just Clinica Sierra Vista.

Employees cannot use employer-owned equipment, including computers, company-licensed software or other electronic equipment, nor facilities or company time, to conduct personal blogging or social networking activities.

Employees cannot use blogs or social networking sites to harass, threaten, discriminate or disparage against employees or anyone associated with or doing business with Clinica Sierra Vista. This is not meant to restrict an employees right under section 7 of the NLRA.

If you choose to identify yourself as a Clinica Sierra Vista employee, please understand that some readers may view you as a spokesperson for Clinica Sierra Vista. Because of this possibility, we ask that you state that your views expressed in your blog or social networking area are your own and not those of the company, nor of any person or organization affiliated or doing business with Clinica Sierra Vista.

Employees cannot post on personal blogs or other sites the name, trademark or logo of Clinica Sierra Vista or any business with a connection to Clinica Sierra Vista. Employees cannot post company-privileged information, including copyrighted information or company-issued documents.

Employees cannot post on personal blogs or social networking sites photographs of other employees, patients, vendors or suppliers, nor can employees post photographs of persons engaged in company business or at company events. This restriction is not meant to prevent an employee from posting pictures of protected activities such as strikes, picketing, or pictures of other protected activities.

Employees cannot post on personal blogs and social networking sites any advertisements or photographs of company products, nor sell company products and services which may be a

conflict of interest.

Employees cannot link from a personal blog or social networking site to Clinica Sierra Vista's internal or external web site.

If contacted by the media or press about their post that relates to Clinica Sierra Vista Business and speaking on behalf of the organization, employees are required to speak with their manager before responding.

If you have any questions relating to this policy, your personal blog or social networking, ask your manager or supervisor.

Clinica Sierra Vista

Employee Handbook Acknowledgement of Receipt

I, the undersigned, acknowledge that I have received a copy of the Employee Handbook (effective date, January 18, 2016) and understand that it contains important information on the Company's general personnel policies and on my privileges and obligations as an employee of Clinica Sierra Vista. I further acknowledge that the employee handbook is a continuously changing document which the company will post the most current version on the intranet, for employees to access and reference at any time.

I acknowledge and agree that I am expected to read, understand, and adhere to Company policies and will familiarize myself with the material in the handbook. I understand and agree that I am to abide by the contents of the handbook and that the Company may change, rescind or add to any policies, benefits or practices described in the handbook from time to time in its sole and absolute discretion, with or without prior notice. The only valid modifications to this handbook are those that have been authorized and signed by the CEO and Board of Directors in writing. The Company will advise employees of material changes within a reasonable time.

Employee Printed Name

Employee Signature

Date

Clinica Sierra Vista

EMPLOYMENT AT-WILL ACKNOWLEDGEMENT

By signing below, I acknowledge and understand that Clinica Sierra Vista is an “AT-Will” employer, which permits the organization or the employee to terminate the employment relationship at any time, for any reason, with or without notice. Neither policies contained in this Employee Handbook, nor any other written or verbal communication, are intended to create a contract of employment or a warranty of benefits. The policies contained in this handbook may be added to, deleted, or changed by the organization in its sole discretion, except that we will not modify our policy of employment at-will in any case.

I understand that the policies and practices set out in this handbook are not a contract and are not intended to create or to imply a contractual relationship. All Clinica Sierra Vista employees are employed by the organization on an at-will basis.

Employee Printed Name

Employee Signature

Date

