



CUDDLE POWS

VETERINARY

EMPLOYEE HANDBOOK

JULY 2026

*Clear standards. Compassionate teamwork.
A workplace that feels like a hug.*

CONFIDENTIAL TEAM DOCUMENT

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Mission, Vision, and Culture

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A Few Closing Words and Acknowledgements

Welcome

Welcome to Cuddle Paws Veterinary (referred to as “the Hospital” or “Cuddle Paws”). This handbook includes key personnel policies, procedures, rules, and benefits. To preserve and expand its prominent position in its field, Cuddle Paws is committed to maintaining a competent, trained, and motivated workforce. Compliance with written workplace standards is key to our success. It is the employee’s continuing responsibility to read, understand, and apply these and the other Hospital policies that apply to the employee.

For purposes of this handbook, “Hospital premises” includes Cuddle Paws Veterinary, the first-floor Hospital, second-floor offices, Cuddle Paws vehicles, and Cuddle Paws equipment.

One of the keys to the Hospital’s success is hiring good employees. Employees are hired because the Hospital believes they have the skills and the potential to help the Hospital succeed. The Hospital expects employees to perform the tasks assigned to them to the best of their abilities. The Hospital believes that hard work and commitment will not only benefit the Hospital but will also help give all employees a sense of pride and accomplishment.

The Hospital is glad to have every employee as a member of the team. We hope that your employment proves mutually satisfying. Every employee has an important role in the Hospital, and we value the abilities, experience, and background that they bring with them. It is the employees who provide the services that Cuddle Paws customers rely upon, enabling growth and creating new opportunities in the years to come.

The management team intends to provide employees with all the support and resources they need to perform their jobs effectively. If, at any time, an employee needs assistance or guidance, the employee should not hesitate to ask any member of the management team.

Once again, welcome to Cuddle Paws. We are glad to have each employee with us.

Mission, Vision, and Culture

Mission Statement

At Cuddle Paws, we are committed to caring for pets and their humans with equal heart. We believe that every interaction should be guided by clarity, compassion, and connection, regardless of circumstance.

Our goal is to create a supportive, transparent, and thoughtful veterinary experience where pet families feel informed, respected, and empowered in the care of their companions.

Our Team Values

- **Clarity** - We communicate in a way that is honest, thoughtful, and easy to understand. We help clients make informed decisions by explaining recommendations, expectations, and next steps clearly.
- **Compassion** - We approach every patient, client, and team member with kindness, patience, and empathy. We recognize that veterinary care can be emotional, and we aim to provide support with warmth and professionalism.
- **Coherence** - We work together with consistency, alignment, and shared purpose. Our team strives to provide a seamless experience where communication, care plans, and service standards are connected and dependable.

Vision Statement

To become a benchmark in veterinary medicine by providing exceptional service, medical transparency, and thoughtful guidance that help create fully prepared and empowered pet families.

Team Standards

Professionalism - Team members are expected to be punctual, prepared, emotionally intelligent, and solution-focused in all interactions.

Innovation in Client and Patient Care - We support a modern approach to veterinary medicine by continuously looking for ways to improve the experience for both pets and their families.

Collaboration - We work proactively, communicate clearly, and support one another with attention to detail and respect.

Ownership - Each team member is responsible for following through on assigned tasks, communicating progress, and helping maintain accountability within the team.

Time-Bound Execution - We respect time, deadlines, and workflow expectations. Tasks should be completed within appropriate timeframes, with updates provided when delays or concerns arise.

Our Approach to Care

Cuddle Paws aims to provide a simple, modern, and thorough approach to diagnosing and treating pets. We believe in practicing veterinary medicine with client involvement, clear communication, and thoughtful guidance.

Diagnostic and treatment plans should be presented clearly, honestly, and with appropriate perspective. Clients should understand the purpose of recommendations, the level of urgency, available options, and what each choice may mean for their pet.

Every member of the Cuddle Paws team plays an essential role in delivering the care, comfort, and compassion our patients deserve while meeting the expectations of the pet families who trust us.

Critical Actions

- We listen before we speak
- We look at the situation first before giving a reaction
- We get all the information before we make a suggestion or decision
- We work smart (not hard!)
- We make lists and protocols, and we update them
- We prepare and anticipate
- We choose not to get confused
- We give clear instructions
- We do what's best for the pet, more than what's best for the client

About This Handbook

While this handbook supersedes all previous handbooks and all previous oral representations or other unwritten employee policies, it is not intended to be an exhaustive or permanent listing of every procedure or rule that applies to an employee.

In addition, existing written policies and references with aspects affecting the Hospital's relations with employees remain in full force and effect. These may include, but are not limited to:

- Those Hospital policies issued from time to time apply to employee protocols and procedures,
- The courses in administrative and management policies and procedures offered from time to time by the Hospital,
- The administrative procedures applicable to each Hospital position or job, as contained in job descriptions, training materials, and other directions, and
- The Hospital's posted regulations, policy notices, and directions.

Moreover, there may be other written policies published from time to time that apply to employee procedures and conduct. If an employee's written employment agreement and/or the above-specified existing policies conflict with provisions of this handbook or if this handbook is either revised or comes into conflict with a later published policy of the Hospital, then that employment agreement, existing policy, later handbook revision, or later published policy shall control.

Further, with the exception of employment at-will status, the Hospital reserves the right and opportunity to revise, adapt, cancel, add, or otherwise change the contents of this handbook or any other Hospital policy, procedure, or rule

applicable to employees when, at its sole discretion, the Hospital determines that experience, applicable law, and/or changed circumstances warrant such adjustments. The Hospital policy on at-will employment status may never be changed except by a written agreement between an employee and the Hospital Manager or Hospital Owner.

Please note that this handbook contains some proprietary and confidential information about the Hospital. It is thus improper for the handbook to be disclosed to individuals not employed by the Hospital.

Not all the Hospital's policies and procedures for the day-to-day running of the Hospital are outlined in this Employee Handbook. If an employee has any questions or concerns about this Employee Handbook or any other policy or procedure, please ask your supervisor, your Hospital Manager, or the Hospital Owner.

Nothing in this Employee Handbook or any other document or policy is intended to violate any local, state, or federal law. Nothing in this Employee Handbook is intended to limit any concerted activities by employees relating to their wages, hours or working conditions, or any other conduct protected by Section 7 of the National Labor Relations Act (NLRA). Furthermore, nothing in this Employee Handbook prohibits an employee from reporting concerns, making lawful disclosures, or communicating with any governmental authority about conduct the employee believes violates any laws or regulations.

For additional information regarding activity protected under the NLRA, employees can review information on the National Labor Relations Board's website: <http://www.nlr.gov/rights-we-protect>.

If you, the employee, have any questions regarding the content or application of this handbook, please contact the Hospital Manager or Hospital Owner.

Conditions of Hospital Employment

1. At-Will Employment Status

Employment with Cuddle Paws is on an at-will basis. Nothing in this handbook constitutes a promise or guarantee as to the duration of employment with the Hospital. This handbook does not create an employment contract, nor do any of the terms, taken separately or together with any other written or verbal communication, assure job security. Any employee remains free to leave their employment with the Hospital at any time. Similarly, the Hospital has the absolute power to terminate employment at any time, without prior notice, and with or without cause. THIS IS

KNOWN AS EMPLOYMENT AT-WILL. ALL EMPLOYEES OF THE HOSPITAL ARE EMPLOYEES AT-WILL.

For violation of Hospital policy, the Hospital retains the right of immediate termination due to the at-will nature of employment. However, there are situations in which the Hospital may decide to give a warning or counseling first. In other words, there may be times in which the Hospital wishes to work with an employee before the actual termination. But this is at the ultimate discretion of the Hospital, which may or may not decide to follow such procedures. This is because the Hospital does not have a formal progressive discipline policy. But by giving such potential warnings before termination, the Hospital is not giving up its rights to immediate at-will termination and is not committed to following any particular progressive discipline procedures.

Nothing contained in any handbook, manual, policy statement, or work rule of Cuddle Paws limits or otherwise restricts the right of the employer to change the terms and conditions of employment as to any employee (including, but not limited to, salary, wages, and benefits) or the right of the employer to modify the terms of any written or verbal handbook, manual, memo, policy statement or work rule. Nothing in this Employee Handbook constitutes a promise or guarantee as to the terms and conditions of employment with the Hospital.

Only the Hospital Owner or their authorized representative has the authority to enter into an employment agreement that alters the at-will employment relationship, and any such agreement must be in writing and signed by the Hospital Owner or their authorized representative.

2. Equal Employment Opportunity

Cuddle Paws is an equal opportunity employer. By applicable law, we prohibit discrimination and harassment against employees, applicants for employment, individuals providing services in the workplace under a contract, unpaid interns, and volunteers based on their actual or perceived: race, religious creed, color, national origin, ancestry, physical or

mental disability, medical condition, genetic information, marital status (including registered domestic partnership status), sex and gender (including pregnancy, childbirth, lactation, and related medical conditions), gender identity and gender expression (including transgender individuals who are transitioning, have transitioned, or are perceived to be transitioning to the gender with which they identify), age (40 and over), sexual orientation, Civil Air Patrol status, military and veteran status and any other consideration protected by federal, state or local law (collectively referred to as "Protected Characteristics").

For purposes of this policy, discrimination based on "national origin" also includes discrimination against an individual because that person holds or presents a California driver's license issued to those who cannot document their lawful presence in the United States, as well as discrimination based upon any of the following:

- An individual's or their ancestors' actual or perceived physical, cultural, or linguistic characteristics associated with a national origin group,
- Marriage to or association with individuals of a national origin group,
- Tribal affiliation,
- Membership in or association with an organization identified with or seeking to promote the interests of a national origin group,
- Attendance or participation in schools, churches, temples, mosques, or other religious institutions generally used by persons of a national origin group, or
- A name that is associated with a national origin group.
- An employee or applicant's immigration status will not be considered for any employment purpose except as necessary to comply with federal, state, or local law.

All such discrimination is unlawful.

The Hospital allows employees to self-identify their preferred gender, name, and/or pronoun, including gender-neutral pronouns. The Hospital will use an employee's gender or legal name as indicated on a government-issued identification document only as necessary to meet an obligation mandated by law. Otherwise, the Hospital will identify the employee by the employee's current gender identity and preferred name.

The Hospital will not tolerate discrimination or harassment based upon these Protected Characteristics or any other characteristic protected by applicable federal, state, or local law. The Hospital also does not retaliate or otherwise discriminate against applicants or employees who request a reasonable accommodation for reasons related to disability or religion. Our commitment to equal employment opportunity applies to all persons involved in our operations and prohibits unlawful discrimination and harassment and harassment by any employee (including supervisors and co-workers), agent, client, customer, or vendor.

If an employee believes they have been subjected to any form of unlawful discrimination, submit a written complaint to the Hospital Manager or the individual with day-to-day personnel responsibilities. Their complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If they need assistance with your complaint, or if they prefer to make a complaint in person, contact the Hospital Manager. The Hospital will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

If the Hospital determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action will also be taken to deter any future discrimination. The Hospital will not retaliate against any employee for filing a complaint and will not knowingly permit retaliation by management, employees, or your coworkers. To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Hospital will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

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

3. Unlawful Harassment Prohibited

The Hospital is committed to maintaining a work setting free of discrimination. Accordingly, the Hospital carries a strict policy against unlawful harassment of any nature based on any of the classifications protected by law. Hospital policy prohibits sexual harassment, harassment, abusive conduct, and/or discrimination based on pregnancy, childbirth or related medical conditions, breastfeeding, race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, gender, gender identification, genetic characteristics, gender expression, sexual orientation, family responsibility or any other basis protected by federal, state or local law or ordinance or regulation. Prohibited harassment under this policy also includes disrespectful or unprofessional conduct based on a protected characteristic. Such improper conduct can include:

- **Verbal Conduct:** This can include abusive words or phrases, jokes, derogatory or patronizing comments, negative stereotyping, unwanted statements about an individual's sex, physical features, color, dress, or skills, and unwanted sexual advances, invitations, or comments.
- **Visual Conduct:** This can include derogatory or offensive posters, cartoons, drawings, or gestures.
- **Physical Conduct:** This can include assault, blocking normal movement, or interference with work directed at an individual because of their sex or other protected characteristics.
- **Sexual Favoritism:** This can include the common or prevalent granting of employment benefits or advantages in exchange for sexual favors, regardless of whether the employee(s) granting such favors did so willingly. Such circumstances can create an atmosphere offensive to other employees of either gender and detrimental to workplace production.
- **Threats and Demands:** This can include threats and demands to submit to sexual requests to keep one's job or avoid some other loss, and offers of job benefits in return for sexual favors.
- **Retaliation:** This includes any adverse employment action for having reported the harassment. "Adverse employment action" can mean any adverse management decision or evaluation, including but not limited to job or performance evaluation, discipline, promotion, demotion, transfer, layoff, termination, rates of pay, benefits, and/or selection for training.

Thus, the Hospital is committed to preventing and prohibiting misconduct on the job, including sexual harassment or any other type of employee harassment from any workplace source, including harassment by co-workers, subordinate employees, or supervisors. Any employee found to have acted in violation of the foregoing prohibitions shall be subject to appropriate disciplinary action, pending the severity, which shall be at the Hospital's discretion, including warnings, reprimands, suspensions, and/or discharge.

Reporting Harassment is Required Through at Least One of Several Channels Available:

An employee who is subjected to, or is a witness to, unlawful harassment should apply their best efforts to immediately address and fully resolve the perceived violation of the above policy with the person(s) involved. However, if an employee undertakes such direct communication, they must immediately report in writing the individual(s) involved and the specifics of the conduct to the Hospital Manager or Hospital Owner, with a copy provided to the supervisor senior to the person(s) believed to be carrying out the harassment.

If the employee reporting the harassment reasonably concludes that circumstances prevent the employee from making the report in writing, the information can be relayed immediately by a conversation with the Hospital Manager or Hospital Owner, with a supervisor, or with any senior manager. In this event, the director or supervisor receiving the report shall immediately place the information in writing for the reporting employee's review and appropriate limited distribution.

Moreover, a reporting employee need not make their report to any supervisor or other Hospital representative if that reporting worker can demonstrate good cause to believe that the subject person may not be capable of handling the matter objectively, including, of course, any alleged harasser. However, this does not relieve the reporting employee from immediately reporting unlawful harassment to a supervisor, the Hospital Manager, or the Hospital Owner. If the employee feels comfortable with no other alternative, they must make the report to the Hospital's top management.

See also "Reporting and Open Door Policy," No. 46 below, for additional procedures.

At a minimum, when an employee submits a harassment complaint, the Hospital will:

- Fully inform the employee of their rights to complain and redress the harassment; the employee must be informed of their obligations to secure their rights and of any assistance available to them under the Hospital's procedures; the employee's privacy in the matter will be respected to the degree that disclosure of the matter is not necessary to the Hospital's thorough investigation and resolution.
- Immediately conduct a thorough and objective investigation of the alleged harassment. The Hospital shall not discriminate against or retaliate against employee witnesses for statements they make during the investigation. The Hospital must

decide whether unlawful harassment occurred, and communicate this finding to the alleged harasser and any other concerned parties; and

- Take prompt and effective remedial action if the Hospital determines in its sole discretion that it has adequate, good-faith grounds to believe that harassment has occurred. The action must be commensurate with the severity of the offense and be made known to the recipient of such alleged harassment.

4. Sexual Harassment

The Hospital maintains a strict policy prohibiting sexual harassment and harassment against employees, applicants for employment, individuals providing services in the workplace under a contract, unpaid interns, or volunteers based on any legally recognized basis, including but not limited to the actual or perceived Protected Characteristics or national origin (defined above).

Sexual Harassment Defined

Sexual harassment includes unwanted sexual advances, requests for sexual favors, or visual, verbal, or physical conduct of a sexual nature that creates an intimidating, hostile, or offensive work environment.

Sexual harassment includes various forms of offensive behavior based on sex and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of examples of sexual harassment:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors or requiring submission to such conduct as a term or condition of employment.
- Making or threatening employment decisions or reprisals after a negative response to sexual advances.
- Visual conduct: leering; making sexual gestures; displaying sexually suggestive objects or pictures, cartoons, posters, websites, emails, or text messages.
- Verbal conduct: making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about an employee's body or dress.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature; graphic verbal commentary about an individual's body; sexually degrading words to describe an individual; suggestive or obscene letters, notes, or invitations.
- Physical conduct: touching, assault, impeding, or blocking movements.
- Retaliation for reporting harassment or threatening to report sexual harassment.

Other Types of Harassment and Discrimination

Prohibited harassment based on any Protected Characteristics, including behavior similar to the illustrations above about sexual harassment. This includes conduct such as:

- Verbal conduct includes threats, epithets, jokes, derogatory comments, or slurs based on an individual's Protected Classification.
- Visual conduct, including derogatory posters, photographs, cartoons, drawings, or gestures based on an individual's Protected Classification.
- Physical conduct, including assault, unwanted touching, physical intimidation, or blocking normal movement because of an individual's Protected Classification.

The CROWN Act

The CROWN Act (Creating a Respectful and Open Workplace for Natural Hair Act) prohibits discrimination based on race under the California Fair Employment and Housing Act (FEHA) and includes traits historically associated with race, including hair texture and protective hairstyles. Protective hairstyles include such hairstyles as braids, locks, and twists.

5. Abusive Conduct Prevention

It is expected that the Hospital and persons in the workplace perform their jobs productively as assigned, with respect for other employees and clients, and in a manner that meets all of the managements' expectations, during working hours, and that they refrain from any malicious, patently offensive or abusive conduct including, but not limited to, conduct that a reasonable person would find offensive based on any of the Protected Characteristics described above. Examples of abusive conduct include repeated infliction of verbal abuse, such as the use of malicious, derogatory

remarks, insults, and epithets, verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the intentional sabotage or undermining of a person's work performance.

Protection Against Retaliation

Retaliation is prohibited against any person by another employee or by the Hospital for using the Hospital's complaint procedure, reporting prohibited discrimination, harassment, sexual harassment, or prohibited conduct, filing, reporting improper/abusive conduct, participating in a workplace investigation, or testifying, assisting, or participating in any manner in any investigation, proceeding, or hearing conducted by a governmental enforcement agency.

6. Discrimination, Harassment, Retaliation, and Abusive Conduct Complaint Procedure

Any employee who believes that they have been harassed, discriminated against, or subjected to retaliation or abusive conduct by a co-worker, supervisor, agent, client, vendor, customer, or any other Third Party interacting with the Hospital in violation of the foregoing policies, or who is aware of such behavior against others, should immediately provide a written or verbal report to their supervisor, the Hospital Manager or Hospital Owner.

Employees are not required to make a complaint directly to their immediate supervisor. Supervisors and managers who receive complaints of misconduct must immediately report such complaints to the Hospital Manager or Hospital Owner.

When a report is received, the Hospital will investigate. The scope of the investigation will be determined on a case-by-case basis, depending on the circumstances. The Hospital expects all employees to fully cooperate with any investigation into a complaint of prohibited harassment, discrimination, abusive conduct, or retaliation, or regarding the alleged violation of any other Hospital policies. The Hospital will maintain confidentiality surrounding the investigation to the extent possible and the extent permitted by applicable federal and state law.

If the Hospital determines that a policy has been violated, remedial action will be taken, commensurate with the severity of the offense, up to and including termination of employment.

The federal Equal Employment Opportunity Commission (EEOC) and the California Department of Fair Employment and Housing (DFEH) will accept and investigate charges of unlawful discrimination or harassment at no charge to the complaining party. Information may be located by visiting the agency website at www.eeoc.gov or www.dfeh.ca.gov.

7. Workplace Violence

The safety and security of employees are of vital importance to the Hospital. It is our goal to have a workplace free from acts or threats of violence and to respond effectively if such acts or threats of violence do occur. Therefore, the Hospital has adopted a zero-tolerance policy concerning workplace violence. Threats or acts of violence that involve or affect Hospital employees or that occur on the Hospital's premises will not be tolerated.

The prohibition against threats and acts of violence applies to all persons involved in the operation of the Hospital, including, but not limited to, Hospital employees and other personnel, contract and temporary workers, consultants, contractors, customers, vendors, visitors, and anyone else on the Hospital's premises.

Violations of this policy by an employee will result in disciplinary action, up to and including termination from employment.

Workplace violence is any intentional conduct that is sufficiently severe, abusive, or intimidating to cause an individual to reasonably fear for their personal safety or the safety of their family, friends, and/or property, such that employment conditions are altered, or a hostile, abusive, or intimidating work environment is created for one or more employees.

Examples of workplace violence include, but are not limited to:

- Threats or acts of violence occurring on Hospital premises.
- Threats or acts of violence occurring off Hospital premises involving someone who is acting in the capacity of a representative of the Hospital at the time of the incident.
- Threats or acts of violence against a Hospital employee occurring off Hospital premises if the threats or acts occur while the employee is engaged in the business of the Hospital.
- Threats or acts of violence resulting in the conviction of an employee or agent of the Hospital, or an individual performing services for the Hospital on a contract or temporary basis, under any criminal code provision relating to violence or threats of violence when that act or the conviction adversely affects the legitimate business interests of the Hospital.

Examples of conduct that may be considered threats or acts of violence under this policy include, but are not limited to:

- Threatening physical contact directed toward another individual.
- Threatening an individual or their family, friends, associates, or property with harm.
- The intentional destruction or threat of destruction of the Hospital's property or another individual's property.
- Menacing or threatening phone calls.
- Stalking.
- Veiled threats of physical harm or similar intimidation.
- Communicating an endorsement of the inappropriate use of firearms or weapons.

Workplace violence does not refer to occasional comments of a socially acceptable nature. Such comments may include references to legitimate sporting activities, popular entertainment, or current events. Rather, workplace violence refers to behavior that is personally threatening or intimidating.

Employees should help maintain a violence-free workplace. To that end, employees are encouraged to immediately report any incident that may be threatening to the employee or their co-workers to a supervisor or manager.

No provision of this workplace violence policy alters at-will employment. The Hospital will determine whether and to what extent threats or acts of violence will be acted upon and may conduct a case-by-case analysis to determine whether there is a reasonable basis to believe workplace violence occurred.

Procedures for Reporting a Threat

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

Risk-Reduction Measures

While we do not expect employees to be skilled at identifying potentially dangerous persons, employees should exercise good judgment and inform the Hospital Manager or the Hospital Owner if any employee exhibits behavior they believe could be a sign of a dangerous situation. Such behavior includes the following:

- Displaying overt signs of extreme stress, resentment, hostility, or anger.
- Making threatening remarks.
- Exhibiting sudden or significant deterioration of performance.
- Displaying irrational or inappropriate behavior.

Investigation

All reports of workplace violence will be taken seriously and investigated promptly, including threats or acts of violence made by an employee or a third party, such as a vendor, client, consultant, or contractor. To the greatest extent possible, the Hospital will maintain the confidentiality of both the reporting employee and the investigation, but may need to disclose results to protect individual safety. The Hospital will not tolerate retaliation against any employee who reports workplace violence. If the incident could be considered of a criminal nature, the police will be contacted.

Corrective Action and Discipline

If it is determined that workplace violence has occurred, we will take appropriate corrective action and may impose appropriate discipline on the offending employee(s), including immediate termination.

If violent behavior is that of a non-employee, we will take appropriate corrective action, such as termination of a client, vendor, consulting, or contractual relationship. Any criminal behavior will be communicated to legal authorities.

Additional Prevention and Emergency Response Measures

- Employees must report all suspicious persons and actions to their supervisor, Hospital Manager, or Hospital Owner, with particulars supplied of the individuals and incidents in question.
- In the event an employee hears a violent confrontation, the employee should avoid attempting to view the action. Rather, call 911 and stay out of sight.
- Employees should provide assistance to security, police, and medical providers who respond to such calls.

- Employees should allow the Hospital to coordinate a response to any inquiries regarding alleged or actual violence at the workplace.
- If they are qualified, employees should provide first aid to any injured individuals.

Employees must cooperate and take initiative in maintaining security on the premises, including but not limited to the polite and professional questioning of persons whom the employee does not recognize as to their business with the Hospital, the securing of entrances and exits at appropriate hours, and the preservation of access security to the Hospital's proprietary trade secrets and technical know-how, e-mail, voicemail, and computer systems.

8. Workplace Bullying

Abusive conduct may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, epithets, or verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the gratuitous sabotage or undermining of a person's work performance. A single act does not typically constitute abusive conduct but can if the conduct is severe and egregious. Abusive conduct is "bullying".

The purpose of this policy is to communicate to all employees, including supervisors, managers, and independent contractors, that the Hospital will not tolerate bullying behavior. Employees found in violation of this policy will face discipline up to and including immediate termination.

The following examples may constitute or contribute to evidence of bullying in the workplace:

- Shouting, raising one's voice at an individual in public and/or in private.
- Using verbal or obscene gestures.
- Personal insults and use of offensive nicknames.
- Public humiliation.
- Constant criticism of matters unrelated or minimally related to the person's job performance or description.
- Repeatedly accusing someone of errors that cannot be documented.
- Spreading rumors and gossip regarding individuals.
- Unwanted physical contact, physical abuse, or threats of abuse to an individual or an individual's property (defacing or marking up property) and blocking a person's movement.

This is not intended to be a complete list of "bullying" behavior. This policy in no way prohibits employees from engaging in activities that are protected under applicable state and federal laws, including but not limited to any activity that is protected under Section 7 of the National Labor Relations Act, which includes the right of employees to speak with others, engage in workplace debates, and protest about their terms and conditions of employment.

Reporting and Response

Employees who are subject to or witness workplace bullying should notify the Hospital Manager immediately. The Hospital has a harassment reporting form. The Hospital will promptly investigate the complaint.

If the complaint is verified, the Hospital will take appropriate remedial and disciplinary action, including immediate termination. The Hospital will report illegal conduct to law enforcement.

Anti-Retaliation

The Hospital strictly prohibits retaliation against an employee for making a good-faith claim of bullying or for participating in good faith in an investigation of bullying.

The purpose of this policy is to communicate to all employees, including supervisors, managers, and independent contractors, that the Hospital will not under any circumstances tolerate bullying behavior. However, training, correcting, and/or reprimanding by a supervisor in the normal course and scope of their duties shall not be considered bullying. Employees found in violation of this policy will face discipline up to and including termination.

9. Harassment Prevention Training

The Hospital will require all employees to attend Harassment Prevention Training as required by state regulations. All employees will complete a one (1) hour training upon hiring, as well as employees in a supervisory position, managers, associates, and the Hospital Owner, who will be required to attend two (2) hours of Harassment Prevention Training. Specific components of the training will include how to promptly and effectively respond to sexual harassment when it occurs, the effects of abusive conduct in the workplace, and ways to appropriately intervene if one witnesses behavior

that is not in keeping with this policy. The training must be provided by trainers who, in addition to the other requirements outlined in 2CCR 11024, have the ability through training or experience to train supervisors on how to identify, investigate, report, and respond to unlawful harassment, discrimination, and retaliation in the workplace.

10. Voluntary Open-Door Policy

We recognize that employees may have suggestions for improving our workplace, as well as complaints about the workplace. Employees should feel free to contact their supervisor with any suggestions and/or concerns. If employees do not feel comfortable contacting their supervisor or are not satisfied with their supervisor's response, they should contact the Hospital Manager or Hospital Owner.

While we provide employees with this opportunity to communicate their views, please understand that not every suggestion, concern, or complaint can be resolved to the employee's satisfaction. Even so, we believe that open communication is essential to a successful work environment, and all employees should feel free to raise issues of concern without fear of reprisal.

Please note that some Hospital policies, such as the Sexual and Other Unlawful Harassment policy, contain specific reporting procedures that should be followed. Employees should utilize this Voluntary Open-Door policy for reports and ideas that are not addressed through the Hospital's specific reporting procedures.

Formal Reporting and Resolution Procedure

In the event that an employee has a problem or confusion regarding job performance, fair treatment under office policy, disputes with other employees, or any other work-related concern, the employee is to comply with the following procedures:

- An employee must initially submit a written report to the direct supervisor, specifying any names of the persons involved and the particulars of the conduct or other problem the employee claims exists.
- If the problem is not resolved by the direct supervisor within seven (7) calendar days of the date of the submission, and unless the direct supervisor deems in writing that more time is needed to investigate and undertake a resolution of the difficulty, the employee may file a further report with the Hospital Manager or Hospital Owner. Such a report must be submitted to the Hospital Manager or Hospital Owner within no more than three (3) days following the expiration of the seven (7) day -- or extended -- period designated for or by the Hospital Manager or Hospital Owner.
- The Hospital Manager or Hospital Owner or his designated representative shall then investigate the matter, interview the persons involved, and undertake to resolve any confirmed difficulty. The Hospital Manager or Hospital Owner or his designated representative shall investigate and provide the employee a written response within seven (7) calendar days of the date of the submission, unless that Hospital representative deems in writing that more time is needed to investigate.

Although the Hospital urges that all difficulties and disputes be resolved with the direct supervisor, there are some exceptions where reports should be routed directly to the Hospital Manager or Hospital Owner. These are:

- In the event the employee has witnessed or has good cause to believe that there has been or there is about to be a violation of federal or state law committed.
- In the event a health or safety hazard poses a threat to one or more persons.
- In the event the employee has witnessed or has good cause to believe that an employee has harassed or discriminated against another worker.
- In the event a complaint involves any supervisor or other person to whom the employee would otherwise report, the employee can demonstrate good cause to believe that the subject person may not be capable of handling the matter objectively.

Further, this open door/grievance policy is intended to complement and interlock with the mediation and arbitration procedures. In the event that direct communication inherent in these open-door policies cannot resolve a dispute involving an employee and the Hospital, then the mediation and arbitration provisions of the employment agreement would apply. The Hospital recognizes that there is potential for conflict to arise between team members. Problems, misunderstandings, and frustrations may arise in the workplace. The purpose of a resolution procedure is to ensure fair and equitable treatment for all employees and to help resolve personal conflict where possible.

All team members are responsible for identifying and resolving conflicts to the extent possible; however, when the individuals involved cannot resolve the issue, the procedure will be to discuss the issue with their immediate supervisor, the Hospital Manager, or the Hospital Owner. The problem or issue should be reported as soon as possible to resolve the situation as quickly as possible. How a specific conflict is resolved will depend on the facts of the situation.

11. Disability Accommodation

To comply with applicable laws ensuring equal employment opportunities for individuals with disabilities, the Hospital will make reasonable accommodations requested for physical or mental limitations of an otherwise qualified individual with a disability who is an employee or applicant for employment, unless undue hardship and/or a direct threat to the health and/or safety of the individual or others would result.

Any employee who requires an accommodation to perform the essential functions of their job, enjoy an equal employment opportunity, and/or obtain equal job benefits should contact the Hospital Manager to request such an accommodation. The Hospital Manager will communicate with the employee and engage in an interactive process to determine the nature of the issue and what, if any, reasonable accommodation may be appropriate. In some cases, this interactive process may be triggered without a request from the employee, such as when the Hospital observes or receives notice from another source that the employee may need a reasonable accommodation.

Employees who believe they need accommodation should reach out to the Hospital Manager as soon as possible. Please do not wait for someone else to notice – they may not. When requesting a reasonable accommodation, an employee must specify, preferably in writing, what barriers or limitations prompted the request. The Hospital Manager can assist an employee who needs assistance preparing a request. The Hospital will evaluate information obtained from the employee, and possibly their health care provider or another appropriate healthcare provider, regarding barriers or limitations and will work with the employee to identify potential reasonable accommodations.

Employees are required to cooperate in the interactive process, including by providing all necessary supporting documentation and being open to discussing and considering all potential reasonable accommodations.

The Hospital will also consider requests for reasonable accommodations for medical conditions related to pregnancy, childbirth, and location, where supported by medical documentation and/or as required by applicable federal, state, or local law.

12. Religious Accommodation

The Hospital will provide a reasonable accommodation for employees' religious beliefs, observances, and practices when a need for such accommodation is identified, and reasonable accommodation is possible. A reasonable accommodation is one that eliminates the conflict between an employee's religious beliefs, observances, or practices and the employee's job requirements, without causing undue hardship to the Hospital.

Any employee who perceives a conflict between their job requirements and religious belief, observance, or practice should bring the conflict and their request for an accommodation to the attention of the Hospital Manager. The Hospital requests that accommodation requests be made in writing, unless a written request creates undue hardship, and in the case of schedule adjustments, as far in advance as possible.

The Hospital will not retaliate or otherwise discriminate against an employee or applicant who requests an accommodation in accordance with this policy.

13. Accommodation for Adult Literacy Programs

The Hospital provides reasonable accommodation and assistance to an employee who reveals a literacy problem and requests assistance to enroll in an adult literacy education program unless doing so will result in an undue hardship to the Hospital's business operations. Examples of assistance include providing employees with the location of local literacy programs and arranging for job site visits by literacy education providers.

Employees who wish to self-identify as an individual with a literacy problem and request accommodation should contact the Hospital Manager. The Hospital will take reasonable steps to safeguard the privacy of any employee who self-identifies. In addition, employees who are performing satisfactorily will not be subject to termination of employment because they have disclosed literacy problems.

While the Hospital encourages employees to improve their literacy skills, the Hospital will not reimburse employees for the costs incurred in attending a literacy program. Time off to attend literacy programs may be provided as a reasonable accommodation unless doing so will result in an undue hardship. However, if time off is provided, the time off may be unpaid. If time off is unpaid, employees wishing to take such leave may utilize their existing vacation time or other accrued paid time off.

14. Accommodation for Victims of Domestic Violence, Sexual Assault, or Stalking

The Hospital will make reasonable accommodations for any employee who reports that they are the victim of domestic violence, sexual assault, or stalking and requests that the Hospital accommodate their safety while at work, unless providing the accommodation will impose an undue hardship on the Hospital's business operations or violate the Hospital's duty to provide a safe and healthy working environment for all employees.

Reasonable accommodations may include, but are not limited to: a transfer; reassignment; modified work schedule; change in work telephone numbers, such as direct line or extension number; change in work station; installed lock; assistance in documenting domestic violence, sexual assault or stalking that occurs at the workplace; safety procedures; or any other adjustment to a job structure, workplace facility or work requirement in response to domestic violence, sexual assault or stalking or referral to a victim assistance organization.

Employees may also be entitled to a leave of absence under the Hospital's Domestic Violence, Sexual Assault, or Stalking Victim Leave policy and should consult with the Hospital Manager for additional information. See Section 78.

The Hospital may request that an employee provide a written statement signed by the employee (or an individual acting on behalf of the employee) certifying that the requested accommodation is for the employee's safety while at work. The Hospital may also require an employee to provide a certification, such as a police report, court order, or documentation from a medical professional, that the employee is the victim of domestic violence, sexual assault, or stalking, and may request recertification every six months.

Employees must notify the Hospital if their needs change or if they no longer need accommodation.

The Hospital will keep all information submitted in connection with an employee's request for an accommodation confidential to the extent permissible by law. If the law requires disclosure of information, the Hospital will notify the employee before any information is released.

The Hospital will not discriminate, harass, or retaliate against any employee because the individual is, or is perceived to be, a victim of domestic violence, sexual assault, or stalking or requests a reasonable accommodation in accordance with this policy.

Employees who have questions about this policy or who wish to request a reasonable accommodation under this policy should contact the Hospital Manager or Hospital Owner.

15. Accommodation for Drug or Alcohol Treatment or Rehabilitation

The Hospital will attempt to reasonably accommodate employees with chemical dependencies (drugs or alcohol) if they voluntarily wish to seek treatment and/or rehabilitation unless the accommodation imposes an undue hardship on the Hospital's business operations. The Hospital's support for treatment and rehabilitation does not obligate the Hospital to hire or employ any person who violates the Hospital's drug and alcohol abuse policy or who, because of current use of drugs or alcohol, is unable to perform their duties or cannot perform the duties in a manner that would not endanger their health or safety or the health or safety of others.

The Hospital will keep all information submitted in connection with an employee's enrollment in a drug or alcohol rehabilitation program confidential to the extent permissible by law. Time off for these purposes is unpaid. However, employees wishing to take such leave may utilize their sick leave or accrued paid time off, if applicable.

Employees who have questions about this policy or who wish to request a reasonable accommodation under this policy should contact the Hospital Manager.

16. Reporting and Anti-Retaliation Policy (Whistleblower)

The Hospital is committed to promoting compliance with the laws, rules, and regulations that govern its business operations. The Hospital encourages its employees to report good-faith concerns about any business-related conduct they believe to be illegal or improper, whether that conduct is occurring within the Hospital or involves one of the Hospital's consultants, vendors, contractors, or any other party having a business relationship with the Hospital. Below are the procedures by which employees may report complaints or concerns about illegal or improper conduct. The Hospital will not tolerate harassment, retaliation, or reprisals of any kind against any employee who has, or whose family member is perceived to have, in good faith, reported their concerns.

What Can be Reported

The policy applies to employees who raise good-faith concerns relating primarily to illegal or improper conduct. Examples of activity that should be immediately reported to the Hospital include, but are not limited to:

- Theft or embezzlement of Hospital resources.
- Taking misdirection of or failing to properly log controlled substances.
- Harassing or discriminatory conduct.
- Sexual harassment.
- Bullying.
- False statements made on financial reports and other official communications.
- Creation of false contracts.
- Expense claim fraud.
- Disclosure, destruction, or theft of confidential and proprietary Hospital information.
- Other violations of the Hospital's Code of Conduct.

This policy is not intended to address every concern that may arise in the workplace. Employees should be aware that the Hospital has other policies and procedures and available channels of communication for reporting certain concerns that may not be covered by this policy and/or that may be more appropriate mechanisms for addressing such concerns, including the Hospital's anti-discrimination and harassment policies. When appropriate or legally required, some issues initially received through the policy reporting mechanisms may be investigated and remedied consistent with the specific procedure applicable to that policy.

All conversations, calls, and reports made under this policy in good faith will be taken seriously. Employees who file reports that are dishonest or misleading or provide evidence that they know to be false will not be protected by this policy and will be subject to corrective action, up to and including immediate termination of employment.

The Hospital recognizes that the decision to report a concern can be difficult. The Hospital encourages employees to come forward with concerns and will not tolerate retaliation or harassment against employees who raise a concern in good faith.

The Hospital prohibits any form of unlawful discrimination or retaliation or taking any adverse action against employees because they have engaged in, or because they have a family member who has or is perceived to have engaged in, the following conduct:

- Reporting conduct that the employee believes to be illegal or improper.
- Providing information or otherwise assisting in an investigation regarding any conduct that the employee reasonably believes violates federal or state laws or regulations.
- Filing, testifying, participating, or otherwise assisting in any proceeding relating to an alleged violation of federal or state laws or regulations.

Employees who believe that they have been subjected to any conduct that violates this policy may file a complaint using the procedures outlined above. Any employee who unlawfully harasses, discriminates against, or retaliates against another employee as a result of their protected actions as described in this policy may be subject to corrective action, up to and including termination of employment.

Nothing in this Employee Handbook prohibits an employee from reporting concerns, making lawful disclosures, or communicating with any governmental authority about conduct that they believe violates any laws or regulations.

17. Employee Qualifications

As indicated above, the Hospital is committed to soliciting, recruiting, hiring, and maintaining a competent, trained, and motivated workforce.

In keeping with these job requirements, the Hospital may, in its sole discretion, embrace application forms, interview procedures, and non-medical, non-psychological testing regimens that will assist the Hospital in determining whether persons possess the skills, competency, and the above personal attributes necessary to meet the Hospital's performance standards.

18. Fair Pay Act

The Hospital is committed to full compliance with California's Fair Pay Act. We regularly perform audits for pay differences and adhere to policies that prohibit pay discrimination based on gender. Any wage differentials are based on the following factors: a seniority system; a merit system; a system that measures earnings by quantity or quality of production; or a bona fide factor other than sex, such as education, training, or experience. All salaries are confidential and will not be discussed with other employees.

19. Employee Categories

Non-Exempt Employees

Nonexempt employees are employees whose job positions do not meet FLSA or applicable California exemption tests. Nonexempt employees are entitled to appropriate rest and meal breaks and are entitled to applicable overtime pay. Employees will be informed whether their status is exempt or nonexempt and should consult their supervisor, Hospital Manager, or Hospital Owner with any questions or concerns regarding this status.

Exempt Employees

Exempt employees are employees whose job assignments meet specific tests established by the Federal Fair Labor Standards Act (FLSA), California wage and hour laws, and California Industrial Welfare Commission (IWC) Wage Orders. Exempt employees are compensated on a salary basis. Employees will be informed whether their status is exempt or nonexempt and should consult their supervisor, Hospital Manager, or Hospital Owner with any questions or concerns regarding this status.

Employment Status and Classifications: Newly Hired Persons

All persons are employed conditionally on confirmation of the right to work in the United States under the Immigration Reform and Control Act of 1986. Once a prospect has received a conditional offer to be hired, they will be requested to produce the required documents that confirm their right to work and to sign the verification form specified in federal law. If a worker's right to work in the United States cannot be confirmed by the Hospital, the Hospital reserves the right to cancel the employment offer.

Introductory Period

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

Completion of the introductory period does not entitle an employee to remain employed by the Hospital for any definite period. Status as an at-will employee does not change. The employment relationship may be terminated with or without cause and with or without advance notice, at any time by the employee or the Hospital.

The first 90 days of continuous employment at Cuddle Paws are considered an introductory period. During this time, the employee will learn their responsibilities, get acquainted with fellow employees, and determine whether they are happy with their job. The employee's supervisor will explain their job responsibilities and the performance standards expected of them. The Hospital reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign, or transfer job positions, or assign additional job responsibilities.

After completion of the introductory period, eligible employees will receive the benefits described in this Employee Handbook, except health benefits.

The Hospital has two (2) classifications of employees. Each of these classes encompasses both exempt and non-exempt workers.

Trainee Staff

Trainee (trial) staff are initial, introductory employees. This introductory period can continue for up to the first 90 days of employment. The Hospital reserves the right to extend this period if, in its sole discretion, this appears to be appropriate. Such staff is hired on the Hospital's determination that the prospect appears to fit the qualifications for hiring for an open position. The basis for the Hospital's determination includes, but is not limited to:

- Interview with the Hospital Manager.
- Interview with the employee's supervisor.
- Completion.
- In the Hospital's sole discretion, satisfactory results in tests or skills assessments.

At the trainee level, new employees become oriented with the Hospital and are allowed to study the Hospital policy. The purpose of the introductory period is to determine if an employment relationship should continue. A trial-level employee is not eligible for any Hospital- offered benefits.

Regular Staff (full-time, part-time, temporary)

As with all advancement decisions, advancement from trainee to regular staff is at the Hospital's sole discretion. At any point during the 90-day introductory period, an employee can begin steps to achieve the basic requirements for regular staff, including satisfactory learning and understanding of the following:

- Hospital Basic Policies
- Hospital Basic Protocols
- Hospital Basic Procedures

To qualify for regular staff status, the employee also must become fully instructed on their job, including but not limited to a satisfactory written description of and satisfactorily completed study and demonstrated application of all written technical and/or administrative materials applicable to their job.

Upon the employee's demonstration that they have satisfactorily completed all specified courses, assignments, and studies, including those listed above, that they have attained sufficient productivity, and that they have displayed the other required attributes for regular employment, such demonstration to be made in a written petition, the Hospital, in its sole discretion, may approve or disapprove advancement to regular status.

A regular employee is one who the Hospital finds is fully trained for their job and who can apply the basic organizational policies of the Hospital. A regular "full-time" employee is one who normally works a minimum of 32 hours per week and normally works eight (8) hours per day.

A regular full-time employee is eligible for:

- Paid vacations under the Hospital policy as elsewhere specified and described,
- Sick pay under the Hospital policy as elsewhere specified and described,
- 401K profit sharing, discounted veterinary services, and
- Paid holidays under Hospital policy, as elsewhere specified and described.

A regular "part-time" employee is one who normally works less than 32 hours per week. Part-time employees may be assigned a work schedule in advance or may work on an as-needed basis.

A regular part-time employee may be eligible for some, but not all, employee benefits described in this Employee Handbook and is provided with benefits required by applicable law.

Temporary Employees

Temporary employees are those who are employed for short-term assignments. Temporary employees are generally hired to temporarily supplement the workforce or assist in the completion of a specific project. These temporary employment assignments are of limited duration. Temporary employees are not eligible for employee benefits, except as required by applicable law, and may be classified as exempt or nonexempt based on job duties and compensation.

As with all other classifications of employment, a regular employee works for the Hospital on an at-will basis.

20. Hospital Rules and Standards of Conduct

To assure safety and security and provide the best possible work environment, we expect employees to follow basic rules of conduct. Employees who are terminated for cause or gross misconduct (see below) will be discharged immediately and without further compensation, except for payment for hours worked. It is not possible to list all forms of behavior that are considered unacceptable in the workplace, but the following are examples of misconduct that may result in disciplinary action, including suspension, demotion, or termination of employment:

Examples of misconduct include the following:

- Breach of trust or dishonesty.

- Conviction of a crime that is relevant to the business or of interest to the Hospital.
- Willful violation of an established policy or rule.
- Willful violation of or failure to follow the California Veterinary Medicine Practice Act.
- Failure to follow CURES reporting requirements or Hospital policies and procedures regarding the proper handling of controlled substances.
- Falsification of Veterinary Medical Records.
- Falsification of employment records and information.
- Insubordination.
- Violation of the anti-harassment and/or equal employment opportunity policies.
- Timecard violations/falsification.
- Undue and unauthorized absence from duty during regularly scheduled work hours.
- Deliberate nonperformance of work.
- Theft, unauthorized possession, or the use of property belonging to the Hospital or any co-worker, visitor, or client.
- Possession of weapons on the premises.
- Unauthorized possession, use, or copying of any records that are the property of the Hospital.
- Unauthorized posting or removal of notices from bulletin boards.
- Excessive absenteeism or lateness, including failure to call in or contact your supervisor when late or absent from work.
- Marring, defacing, or otherwise destroying or damaging supplies, equipment, or property of the Hospital.
- Fighting or a serious breach of acceptable behavior.
- Violation of the alcohol or drug policies, including being under the influence at work.
- Gambling, conducting games of chance, or possession of gambling devices on the premises or during work hours.
- Sleeping on duty.
- Use of Hospital materials, supplies, tools, or products for personal reasons without advance permission from management.
- Abuse of the Hospital's electronic resources, including sending personal emails during working time or in a manner that interferes with the employee's work performance.
- Failing to observe working schedules, including meal and rest breaks.
- Working overtime without authorization or refusing to work assigned hours.
- Violating any safety, health, or security policy, rule, or procedure of the Hospital.
- Committing a fraudulent act or intentional breach of trust under any circumstances.

The Hospital may, at its discretion, use disciplinary action less severe than termination, but no formal order or progressive sequence is required. The Hospital determines the appropriate response to each performance issue or rule violation. This policy does not alter the at-will employment relationship described in Section 1.

21. Ethical Conduct

All employees must comply with all applicable laws and regulations, conduct their affairs at the highest possible standard of ethical conduct, and refrain from any appearance of impropriety, both on and away from Hospital premises.

22. Client Policy

As the Hospital's -- and therefore each employee's -- livelihood depends on professional, service-oriented, and courteous relations with our clients, prospective clients, vendors, and other members of the public, an employee's priority is to give proper attention and excellent service to such persons and organizations.

For example, telephone callers with questions regarding products and services must be given prompt, smooth service by referring the caller to the employee who can answer the inquiry and by that employee supplying accurate, useful data to the caller in a manner that reflects positively on the Hospital. As a further example, employees must promptly answer all mail communications with return mail that is professionally presented and complete.

Thus, the Hospital's policy is that the public, including clients and prospective clients, comes first. Never create or fall into an argument with such persons. If an employee cannot resolve a difficulty with a customer, for example, then it is

the employee's responsibility to request a supervisor's or management's assistance to ensure the problem is promptly resolved.

23. Social Security Number Privacy

Management team members and supervisors are permitted to access and use certain personal information, such as Social Security Numbers, only as necessary and appropriate for such persons to carry out their assigned tasks for the Hospital and as per the Hospital's policy.

The unauthorized access, viewing, use, disclosure, or intentional public display of such information and the unauthorized removal of documents from the Hospital's premises that contain Social Security Number information is prohibited and can result in discipline up to and including termination of employment.

If an employee encounters Social Security Numbers or other sensitive personal information without authorization from the Hospital or under circumstances outside of their assigned tasks, they may not use or disclose the information further, but must contact their supervisor and turn over to them all copies of the information in whatever form.

When necessary, documents containing social security information will be properly destroyed through shredding or other means before disposal to ensure confidential social security information is not disclosed. For more information about whether and under what circumstances an employee may have access to this information, review the job description or contact a supervisor or the Hospital Manager.

Employment Eligibility and Work Authorization

The Hospital is committed to employing only individuals who are authorized to work in the United States and who comply with applicable immigration and employment laws. As a condition of employment, every individual must provide satisfactory evidence of their identity and legal authority to work in the United States within three (3) business days of commencing employment. If the employee cannot verify their right to work in the United States within three (3) business days of employment, the Hospital will be required to terminate their employment immediately.

Background Checks

The Hospital recognizes the importance of maintaining a safe, secure workplace with employees who are qualified, reliable, and nonviolent, and who do not present a risk of serious harm to their coworkers or others. To promote these concerns and interests, the Hospital reserves the right to investigate an individual's prior employment history, personal references, and educational background, as well as other relevant information. Consistent with legal or contractual requirements, the Hospital also reserves the right to obtain and review an applicant's or an employee's criminal conviction record and related information and to use such information when making employment decisions, but only to the extent permissible under applicable law.

All background checks will be conducted in strict conformity with the federal Fair Credit Reporting Act (FCRA), applicable state fair credit reporting laws, and state and federal anti-discrimination and privacy laws. The Hospital is an equal opportunity employer and will comply with applicable federal, state, and local laws relating to the use of background checks for employment purposes.

Reference Checks

In response to job reference requests, the Hospital will only confirm current or former employees' dates of employment and job titles. If an employee or former employee submits written authorization, the Hospital will also provide information regarding salary or wage history. All job reference requests should be addressed to the attention of the Hospital Manager or Hospital Owner.

24. Employee Dress and Personal Appearance

Uniforms and protective clothing may be required for all positions and will be provided to employees by the Hospital.

Any team member who does not meet the attire or grooming standards set by the Hospital will be required to take corrective action, such as leaving to change clothing. Hourly paid team members will not be compensated for any work time missed because of failure to comply with designated workplace standards. If a team member's poor hygiene or use of too much perfume/cologne is an issue, the supervisor will discuss the problem with the team member in private and point out the specific areas to be corrected. If the problem persists, supervisors will follow the progressive disciplinary process.

Standards Of Appearance

Cuddle Paws' standards of appearance are a requirement of the job. These rules are to maintain the professional demeanor of the Hospital and to maintain the safety of our patients and animal healthcare team members.

A clean, complete, approved uniform must be worn at all times, including your name tag, proper shoes, and a SMILE. No undergarments of any kind should ever be visible while at Cuddle Paws. This includes, but is not limited to, boxer shorts, thongs, bras, and thermal underwear. Conversely, it is imperative that undergarments are worn and that no skin or body parts are visible through clothing. The wearing of hats, caps, and headscarves in the Hospital is prohibited unless the headgear is required for some religious or health purpose.

The Hospital will provide every employee with a name tag that must be worn whenever they are on the clock.

Each employee is required to wear a long-sleeved solid-colored shirt under their uniform shirt to cover body art on their arms or wrists. Employees may also wear them if they are cold at any time. If an employee chooses to wear an undershirt with their uniform, it should have a round collar, must lie flat to the skin around the neck, and should not be longer than the uniform shirt. Outerwear is not allowed, including hoodies, sweatshirts, sweaters, and jackets. After 90 days of employment, the Hospital will provide employees with a Hospital-branded jacket to be worn while at the Hospital if employees are cold at any time.

The appearance of all Cuddle Paws employees should always reflect the highest standards of professionalism. Cuddle Paws employees convey a professional image to our clients and visitors. Employees are expected to observe good hygiene and present themselves neatly. Employees should always be well-groomed.

Jewelry

The Hospital has standards for wearing jewelry because of the safety issues involved. Animals are attracted to bright, sparkly objects. Any jewelry could cause harm to a pet or the person wearing the jewelry.

A maximum of two (2) simple rings is allowed on each hand, although one (1) ring per hand is preferred. A maximum of one (1) bracelet, chain, or wristwatch on each wrist is allowed, although one (1) in total is preferred. A maximum of one (1) necklace is allowed, and no extreme style or length that will catch a patient's claw, foot, or extremity. No pins, attachments, other than a name badge, should be worn on any uniform. Employees may be required to wear buttons that apply to our marketing programs or X-ray badges as personal protective equipment when taking radiographs. No large or extreme earring styles, and only one (1) set of earrings in each ear may be worn. Plug earrings must be no more than one-half ($\frac{1}{2}$) inch in diameter and must be clear so they are as inconspicuous as possible. "Dangling" earrings may only hang one-half ($\frac{1}{2}$) inch below earlobes. Facial piercings may only include a nose piercing with a stud only and must be translucent or flesh colored. A tongue ring may be worn that is flat and flesh colored. Eyeglasses should be conservative in design. Sunglasses or heavily tinted glasses will not be permitted.

Fingernails

Fingernails should be well-groomed and short, so as not to pose a threat to any patients. Fingernails are not to exceed one-quarter ($\frac{1}{4}$) inch from the fingertip.

Make-up

Make-up should be applied in a subtle manner to give a professional appearance in tones that complement the natural skin color.

Face and Hair

Faces should be cleanly shaven. Mustaches should be neatly trimmed. Beards or mustaches grown while working must be kept neatly trimmed and well-kept.

All hairstyles should be done in a subtle, natural style that lies close to the head. It should be neatly combed and arranged. Hair should not protrude over the shirt collar. Teased and messy hairstyles will not be permitted unless approved by the Hospital Manager. All hair colors must be of natural color. Extremes in dyeing, bleaching, tinting, frosting, streaking, and any unnatural hair color (such as blue, pink, green, etc.) will not be permitted. Hairstyles that result in an employee having hair in their eyes are not allowed, no matter how stylish. Hairstyles that result in an employee constantly having to fiddle with their hair are also not allowed.

Neatness & Hygiene

Uniforms must be clean, ironed, and not faded. Please do not use bleach when washing your uniform. Deodorant must be worn at all times. Employees should refrain from wearing perfumes or colognes since many animals, as well as

people, are allergic to fragrances. Hands must be washed whenever necessary to ensure proper sanitation and clean presentation.

Body Art

Visible body art is not permitted. Anyone with body art on their arms below the shoulder will be required to wear a white long-sleeve jersey shirt (T-Shirt material). White “Sleeves” are also an option.

Shoes

It is the responsibility of the employees to furnish their own shoes. They must have closed toes. Shoes should not be extravagant in style and may include nursing shoes or sports shoes. No “Crocs” or clogs should be worn while working or at the Hospital. All shoes must have slip-resistant rubber soles.

Consequences of Violating Standards of Appearance

Any employee who dresses inappropriately will be directed to clock out and return to work once they have corrected their appearance. An employee will not be compensated for time missed from work for the purpose of appearance correction. Repeated violations of the section of the Employee Handbook will result in discipline, up to and including termination.

If a potential conflict is identified, the employee will be encouraged to identify appropriate solutions such as removing excess jewelry, covering tattoos, or transferring to an alternative position.

The Hospital will make reasonable accommodations regarding religious clothing and grooming practices (e.g., a Muslim hijab, a Sikh turban, a Christian cross); observing a religious prohibition against wearing certain garments, (e.g., a Muslim, Pentecostal Christian, or Orthodox Jewish woman's practice of not wearing pants or short skirts), or adhering to shaving or hair length observances (e.g., Sikh uncut hair and beard, Rastafarian dreadlocks, or Jewish peyes (sidelocks)).

Supervisors and managers will be responsible for answering questions and resolving issues related to this policy on a case-by-case basis to ensure that unique circumstances are appropriately considered. An environment of cooperation is the Hospital's goal.

25. Confidential Hospital Information

Our clients and other parties with whom we do business entrust the Hospital with important information relating to the pets and animals in their care. In addition, we are required to comply with privacy laws. Confidential information will not be disclosed to external parties or employees without a need to know. Employees who have a question about whether certain information is considered confidential should first check with their immediate supervisor.

Employees are not to release personal information regarding present or former employees, such as phone number, address, etc., without the employee's specific and prior approval in writing.

Employees handling confidential information, including personnel files, are responsible for its security, and extreme care is to be exercised to ensure that it is safeguarded to protect the Hospital, each employee, the suppliers, the patients, and the employer. Any employee who violates this confidentiality and disclosure policy is subject to disciplinary action up to and including discharge and possible legal action.

Any breach of client confidentiality will not be tolerated. All client records, including charts, radiographs, and financial information, are confidential and the legal property of the Hospital.

This policy is intended to always alert employees to the need for discretion and is not intended to inhibit normal business communications. Veterinary Medical Records are legal documents. All appropriate information—including medical and financial data and notes recording pertinent client conversations and patient care—must be documented by the California Veterinary Medicine Practice Act to provide a comprehensive record. Deletions or changes to a record may only be made with a single line through the word or sentence to be changed and initialed.

Employee specifically agrees and understands that the Hospital will suffer serious economic harm if its confidential information and Trade Secrets are taken or used outside of the Hospital. Employees will not solicit clients of the Hospital or solicit employees away from the Hospital, even after the employment relationship terminates.

Any employee who improperly copies, removes (whether physically or electronically), uses, or discloses confidential information to anyone outside of the Hospital may be subject to disciplinary action up to and including termination.

Any breach of this policy will not be tolerated, and legal action may be taken by the Hospital.

26. Outside Employment (Moonlighting)

Employees shall devote all necessary time and effort to the performance of their duties for the Hospital by the highest ethical standards of veterinary medicine and shall devote their entire time while at work to the affairs of the Hospital.

Under certain circumstances, if an employee's conduct begins to adversely affect their performance on the job or begins to make it impossible for them to carry out any or all of their job duties while at work, appropriate disciplinary action up to and including termination of employment, may be appropriate. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours.

For this policy, outside veterinary services, pet sitting, boarding, bathing, grooming, training, and other self-employment are considered outside employment. Anyone not holding a DVM license is not legally allowed to provide any medical recommendations. If any Cuddle Paws employee provides such services to an Cuddle Paws client, the employee must declare the arrangements to their supervisor. The employee must not represent the Hospital.

The Hospital will not assume any responsibility for an employee's outside employment. Specifically, the Hospital will not provide workers' compensation coverage or any other benefit for injuries occurring from or arising out of outside employment.

27. Conflicts of Interest & Business Ethics

It is Cuddle Paws' policy that all employees avoid any conflict between their personal interests and those of the Hospital. The purpose of this policy is to ensure that the Hospital's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the Hospital.

Hospital employees must not involve themselves in circumstances that may divide their loyalties between the interests of the Hospital and the personal interests of the employee or another person or group. Any uncertainty in the matter should be resolved by the employee's disclosure of the potential or actual conflict and a request for comment and advice addressed to the Hospital Manager or Hospital Owner.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, some examples include providing outside veterinary services, pet sitting, boarding, bathing, grooming, and/or training. The following are a few situations that would constitute a conflict in most cases, including but not limited to:

- Holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with the Hospital, by any employee who can directly or indirectly influence either the Hospital's decision to do business or the terms upon which business would be done with such organization.
- Holding any interest in an organization that competes with the Hospital.
- Being employed by (including as a consultant) or serving on the board of any organization that does, or is seeking to do, business with the Hospital or that competes with the Hospital.
- Profiting personally, e.g., through commissions, loans, expense reimbursements, or other payments, from any organization seeking to do business with the Hospital.
- Outside employment that disrupts regular work hours with the Hospital.

A conflict of interest would also exist when a member of an employee's immediate family is involved in situations such as those above. This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business, for example, occasional business-related meals or promotional items of nominal or minor value (\$100.00 or less) or gratuity for services provided to a client for their pet less than \$100. Any gifts, promotional items, etc., in excess of this amount must be immediately reported to a supervisor or the Hospital Manager. DVMs cannot accept tips. Should a client offer a tip, they need to give the tip to the assisting technician.

It is the employee's responsibility to report any actual or potential conflict that may exist between the employee (and their immediate family) and the Hospital.

If an actual or potential conflict is determined, the Hospital may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action.

Another potential area of conflict is romantic relations between employees, between an employee and an individual employed by a competitor or supplier, or between an employee and a customer. While the Hospital respects the truly private matters of any employee, employees do not and should not expect unrestricted privacy on such romantic

relations as they can negatively impact Hospital morale, including the creation of a misunderstanding, perception of favoritism, or accusation of sexual harassment. See Section 30 for additional details.

28. Romantic and Family Relationships at Work

Familial or intimate relationships among employees can create actual, potential, or perceived conflicts of interest in the employment setting, especially if one relative, spouse, partner, or member of such a relationship supervises another relative, spouse, partner, or member. Therefore, the Hospital reserves the right to refuse to hire or place a relative or other intimately associated individual in a position where one person supervises the other, or where the potential for favoritism or a conflict exists.

It is at the Hospital's discretion to determine that any prospective or actual romantic relationship between unmarried employees is likely to affect negatively, or is negatively affecting, the Hospital's morale. The Hospital may prohibit such a relationship as a condition of continuing employment for either or both employees.

Moreover, in the event the Hospital opts to tolerate a consensual romantic relationship between employees, the Hospital, in its discretion, may require the participants' written acknowledgement of the consensual nature of the relationship, its potential negative impact on Hospital morale, and their respective post-relationship duties if they ever decide to call that relationship off.

Thus, if a consensual intimate relationship between a supervisor and any employee within that supervisor's direct or indirect area of responsibility is desired, the supervisor must immediately bring this to the attention of the Hospital Manager or Hospital Owner for any action the Hospital, in its discretion, finds appropriate. Such action may include, but is not limited to, transfer, requested resignation, or lay-off of one or both individuals involved.

If two employees marry, become related, or enter an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. In other cases where a conflict or the potential for a conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment, at the discretion of the Hospital.

For this policy, a "relative" is any person who is related by blood or marriage or whose relationship with the employee is similar to that of persons who are related by blood or marriage (e.g., domestic partnership or civil union status).

Nothing in Policy 27 or Policy 28 above in any way nullifies or modifies the at-will employment status of any worker.

29. Weapons-Free Workplace

The Hospital strictly prohibits weapons on its premises, including by employees or any other person providing services to the Hospital or located on the Hospital's premises. The Hospital premises include any property owned or leased by the Hospital or occupied by groups of Hospital employees or persons providing services to the Hospital. Unless this prohibition is contrary to state or local law, the Hospital premises specifically include Hospital parking areas and Hospital vehicles. Employees are not permitted to transport or store weapons in vehicles owned or leased by the Hospital and used by the employee for work purposes unless the employee is required to transport or store a weapon as part of the employee's duties and has written permission from the Hospital Manager. This policy prohibits the possession of concealed weapons as well as weapons carried openly.

This prohibition specifically includes guns, rifles, and firearms of any type, including those for which the holder has a legal permit. A license to carry a weapon on public property does not supersede Hospital policy. Other examples of prohibited weapons include, but are not limited to, knives, ammunition, bombs, bows and arrows, clubs, slingshots, blackjacks, metal knuckles, and similar devices that by their design or intended use are capable of inflicting serious bodily injury or lethal force. Employees are responsible for making sure that any item they possess is not prohibited by this policy.

Any employee in violation of this policy will be subject to prompt disciplinary action up to and including immediate dismissal. All employees (including contract and temporary employees), visitors, consultants, contractors, vendors, and clients on Hospital premises are subject to this provision.

The Hospital reserves the right at any time and at its discretion to search all vehicles, packages, containers, backpacks, purses, lockers, desks, enclosures, and persons entering the Hospital premises for the purpose of determining whether any weapon has been brought onto the Hospital premises in violation of this policy. Employees who fail or refuse to promptly permit a search under this policy may be subject to discipline up to and including termination.

30. Inspections of Employee Work Areas and Personal Property

The Hospital wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials and to avoid theft.

Desks, lockers, computers, and office and storage devices are provided for the convenience of employees but remain the sole property of the Hospital. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of the Hospital at any time, either with or without prior notice. Employees should have no expectation of privacy regarding Hospital premises or property.

In addition, to ensure the safety and security of employees and customers, and to protect our legitimate business interests, we reserve the right to question and inspect or search any employee or other individual entering or leaving Hospital premises or job sites. The inspection or search may include any packages or items that the individual may be carrying, including briefcases, handbags, knapsacks, shopping bags, etc.

These items are subject to inspection and search at any time, with or without prior notice. The Hospital may require employees to agree to reasonable inspection of their personal property and/or person while on the job or on the Hospital's premises. The individual may be requested to self-inspect their personal property or person by displaying the contents of any packages and/or turning out their pockets, etc., in the presence of a representative of the Hospital, typically a management employee of the same gender.

31. Theft Prevention Policy

Internal theft can be a problem for some businesses. Although taking small items of Hospital property may seem inconsequential, the cumulative effect can be very large and damaging to the Hospital. The Hospital will not tolerate theft of any type. We consider theft to include the unauthorized use of Hospital services or facilities or the taking of any Hospital property for personal use. Violators of this policy will be subjected to disciplinary action, up to and including possible discharge and prosecution.

Cameras and Video Surveillance

For purposes of workplace safety and security and to prevent theft and other misconduct, the Hospital has installed video surveillance cameras in work areas.

If there is any reported incident of theft, trespass, workplace violence, employee misconduct, or any type of safety violation (hereafter collectively referred to as "security incidents"), the Hospital will utilize its surveillance equipment as an investigatory tool. The Hospital will also make use of its surveillance equipment to deter any future security incidents.

The Hospital also reserves the right to actively monitor, through its surveillance cameras, any areas for safety reasons (to protect against equipment failure, breakage, or accident) or confidentiality reasons (to protect documents or other proprietary information).

Although the video surveillance described in this policy is intended to monitor for security incidents and other safety reasons at the Hospital, it is possible that such surveillance may monitor activities not related to the Hospital's business.

No video cameras will be installed in the Hospital's restrooms or any lactation or changing areas.

The surveillance cameras and any video footage from the surveillance are to be used solely for the purposes of this video surveillance policy. Any unauthorized use of these video cameras and/or video recordings is strictly forbidden and may result in discipline, up to and including termination of employment.

32. Use of Hospital Equipment and Resources

Hospital Equipment

When using Hospital vehicles or other properties, employees are expected to exercise care, maintain the property in safe working order, and follow all operating instructions, safety standards, and guidelines.

Employees should notify their supervisors if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Employees who have questions about their responsibility for maintenance and care of equipment or vehicles used on the job should consult their supervisor or the Hospital Manager.

All employees are expected to comply with all local, state, and federal laws while operating Hospital vehicles and other equipment. The Hospital may discipline employees who engage in unlawful conduct. Anyone driving a Hospital vehicle must have a valid California driver's license. Texting while driving a Hospital vehicle or while on Hospital business, even in a private vehicle, is strictly prohibited. Any other use of a phone, such as for directions and phone calls, must be done in accordance with California law and must be hands-free. If directions are needed or to make or answer a phone call, the driver must pull over to a safe spot to do so or enlist the passenger's assistance.

Hospital Resources

The Hospital has significantly invested in computers, telephone lines, photocopiers, and other types of business equipment, internet access, and software that are vital to keeping our operations flowing smoothly and effectively. The Hospital's resources are limited and, except as provided in the Electronic Resources policy in this Handbook, should be used for business transactions only and not for personal use, unless explicitly authorized by a supervisor.

Electronic Resources

This policy describes the Hospital's general guidelines for using its electronic resources, including electronic mail (email), voicemail, internet access, and computer systems.

Employees should use the Hospital's electronic resources with the understanding that these resources are provided for the benefit of the Hospital's business. Employees may use Hospital electronic resources for personal use during nonwork times, such as rest and meal breaks, as long as such use complies with Hospital rules and applicable law. Employees should never use the Hospital's electronic resources for personal use in a manner that interferes with their work duties or any responsibilities to customers.

Sending, saving, accessing, or viewing obscene or offensive material on the Hospital's electronic resources is prohibited. Messages stored and/or transmitted by the Hospital's electronic resources, including the computer, voicemail, email, or telephone system, must not contain content that may reasonably be considered to be obscene or other patently offensive material. Prohibited material includes, but is not limited to, sexual comments, jokes or images, racial slurs, gender-specific comments, or any comments, jokes, or images that would discriminate against or harass someone based on their race, color, sex, age, national origin or ancestry, disability, or any other category protected by federal, state or local law. Likewise, any use of the internet, email, or any other electronic resource to engage in harassment or discrimination prohibited by Hospital policies is unlawful and strictly prohibited. Violators may be subject to discipline, up to and including immediate termination of employment.

Unless otherwise noted, all software on the internet should be considered copyrighted work. Therefore, employees are prohibited from downloading software and/or modifying any such files without permission from the copyright holder.

No Solicitation

The Hospital's electronic resources must not be used for solicitation purposes. The Hospital's no-solicitation rule applies to the use of electronic resources.

Software Code of Ethics

Employees may not duplicate any licenses, software, or related documentation for use either on the Hospital's premises or elsewhere unless the Hospital is expressly authorized to do so by agreement with the licensor. Unauthorized duplication of software may subject users and/or the Hospital to both civil and criminal penalties under the United States Copyright Act. Employees may not give software to any outsiders, including contractors, customers, or others. Employees may use software on local area networks or multiple machines only by applicable license agreements. Employees may not download software from the internet and install it on their personal computers or electronic devices.

Hospital computers are the property of the Hospital and are subject to search at any time to determine what software is installed on the local drive(s) or how the computers have been used.

Employee Responsibility

Each employee is responsible for the content of all text, audio, or images that they place or send using the Hospital's electronic resources. The same standards should be utilized for the creation of email messages in connection with an employee's work as would be utilized for other Hospital correspondence or memoranda.

Computer and Systems Security

All computers and the data stored on them are, and remain at all times, the property of the Hospital. As such, all messages created, sent, or retrieved over the internet or the Hospital's electronic mail systems are the property of the Hospital and should be considered Hospital information. The Hospital reserves the right to retrieve and read any

message composed, sent, or received using the Hospital's electronic resources, including all computer equipment and the electronic mail system, for any reason, including but not limited to ensuring compliance with this and all Hospital policies.

Employees should be aware that even when a message is deleted or erased, it is still possible to recreate the message; therefore, the ultimate privacy of a message cannot be ensured to anyone. Accordingly, Internet and email messages are not private. Furthermore, all communications, including text and images, can be disclosed to law enforcement or other third parties without the prior consent of the sender or the receiver.

Employees should also be aware that duplicates of email transmitted through a personal, web-based email account using Hospital equipment could be stored on that equipment; likewise, information regarding internet sites that an employee has accessed may also be stored.

Email Content Screening

The Hospital maintains the right to screen all inbound and outbound email content. Email messages or attachments that contain obscene or offensive material may be quarantined and held from transmission or receipt until the sender or recipient can verify that the message or attached document is work-related.

The Hospital may, at its discretion, review communications to and from a personal account, subject to state laws regarding privileged communications.

If an employee wants to communicate with an attorney or send an otherwise confidential piece of communication that they do not want the Hospital to monitor, the employee should consider using a personal email address and personal computer equipment or an electronic device. If an employee does use Hospital equipment, they consent to any monitoring by the Hospital and should understand that they have no right to privacy concerning such communications, to the extent permissible under applicable law.

Virus Protection

To prevent computer viruses from being transmitted through the system, employees are not authorized to download any software from the internet onto their computer or any drive on that computer.

The Hospital maintains virus protection software on all network servers and filters all inbound and outbound emails for virus attachments. Emails containing a virus will be quarantined, and both the sender and recipient will be informed. If the virus can be removed, the message will be forwarded to the recipient.

33. Personal and Hospital-Provided Portable Communication Devices

Although the Hospital permits employees to bring personal electronic devices, including cellular phones, smartphones, and personal digital assistants, into the workplace, employees are expected to remember that working time is for work.

While employees are at work, they are expected to perform their job duties and responsibilities. Therefore, employees should only engage in personal phone calls and other use of personal electronic devices during nonworking time, including meal and rest breaks. Outside of this time, personal phone calls and communications, including texting, should be kept to a minimum and for emergencies only. Personal calls should be made primarily outside of working time.

The Hospital provided portable communication devices (PCDs), including cell phones, which should be used primarily for business purposes. Employees have no reasonable expectation of privacy regarding the use of such devices, and all use is subject to monitoring to the maximum extent permitted by applicable law.

All conversations, text messages, Slack messages, and e-mails must be professional. When sending a text, Slack message, or email using a PCD for business purposes, whether it is a Hospital-provided or personal device, employees must comply with applicable Hospital guidelines, including policies on sexual harassment, discrimination, conduct, confidentiality, equipment use, and operation of vehicles. Using a Hospital-issued PCD to send or receive personal text, Slack messages, or emails is always prohibited, and personal use during working hours should be limited to emergencies. Please note that whether employees use their personal PCD or a Hospital-issued device, the Hospital's electronic communications policies, including but not limited to proper use of communications and computer systems, remain in effect.

Employees must understand that there are no expectations of privacy on Hospital computers, Hospital emails, networks, electronics, and phone systems. These items are the property of the Hospital, and use of these items for personal reasons is prohibited and not private.

Camera Phones / Recording Devices

Due to the potential for issues such as invasion of privacy, sexual harassment, and loss of productivity, no employee may operate a personal cell phone, camera phone, camera, or any other device that can record images, pictures, video, or voices while performing work for the Hospital.

The use of tape recorders, cellphones, or other voice-recording devices anywhere on Hospital property, including recording conversations or activities of employees or management, or while performing Hospital work such as photographing patients, clients, or procedures, is strictly prohibited unless the device was provided by the Hospital and is used solely for legitimate business purposes as directed by a supervisor, the Hospital Manager, or the Hospital Owner.

34. Blogging and Social Media Policy

The Hospital has no position on an employee's decision to start or maintain social networking activities. However, it is the right and duty of the Hospital to protect itself from unauthorized disclosure of information. Blogging or other forms of social media or technology include, but are not limited to, video, website, or wiki postings; sites such as Facebook and Twitter; chat rooms; and personal blogs or similar forms of online journals, diaries, or personal newsletters not affiliated with the Hospital.

Unless specifically instructed, employees are not authorized to speak on behalf of the Hospital and are therefore restricted from doing so. Employees may not publicly discuss clients, pets, services, team members, or any work-related matters—whether confidential or not—outside of Hospital-authorized communications. Employees are expected to protect the privacy of the Hospital and its employees and clients and are prohibited from disclosing personal employee and nonemployee information and any other proprietary and nonpublic information to which employees have access. Such information includes, but is not limited to, client and patient information, trade secrets, financial materials, medical records, pet pictures, and strategic business plans.

Responsibility

Any material presented online about the Hospital by any employee is the responsibility of the poster. The following items are deemed off-limits for social networking:

- **Intellectual Property or Client Data** The Hospital's intellectual property and client data are strictly forbidden from disclosure on employees' personal sites and pages.
- **Financial Information** Any online communication regarding the hospital's financial data is strictly forbidden on employees' personal sites and pages.
- **Veterinary Hospital-Sensitive Matters** Any online communication regarding proprietary information not intended for unplanned public announcement or discussion, such as strategic decisions, is strictly forbidden on employees' personal sites and pages.

Employees should not discuss operations, other employees, or grievances with the Hospital. However, nothing in this Blogging and Social Media policy is intended to infringe upon, limit, or otherwise impair employees for engaging in protected, concerted activities outlined in Chapter 7 of the National Labor Relations Act, which states: "Employees shall have the right to self-organization, to form, join, or assist labor organizations, to bargain collectively through representatives of their choosing, and to engage in other concerted activities for the purpose of collective bargaining or other mutual aid or protection, and shall also have the right to refrain from any or all of such activities except to the extent that such right may be affected by an agreement requiring membership in a labor organization as a condition of employment as authorized in section 8(a)(3) [section 158(a)(3) of this title]."

Reporting Violations

The Hospital strongly urges employees to report any actual, possible, or perceived violations to supervisors, managers, or the Hospital Owner. Violations include derogatory discussions of the Hospital and its employees and/or clients, any discussion of proprietary information, and any unlawful activity related to blogging or social networking.

Discipline for Violations

The Hospital investigates and responds to all reports of violations of this social networking policy. Violations of the Hospital's Blogging and Social Media Policy will result in disciplinary action up to and including immediate job termination. The Hospital reserves the right to take legal action where necessary against employees who engage in prohibited or unlawful conduct, including defamation.

Below are guidelines for social media use:

- Maintain the confidentiality of the Hospital's trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how, and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.
- Do not create a link from your blog, website, or other social networking sites to the Hospital's website without identifying yourself as a Hospital team member/associate.
- Express only your personal opinions. Never represent yourself as a spokesperson for the Hospital. If your employer is a subject of the content you are creating, be clear and open about the fact that your personal views do not represent those of the Hospital. If you do publish a blog or post online related to the work you do, or subjects associated with the Hospital, make it clear that you are not speaking on behalf of the Hospital. It is best to include a disclaimer such as the following: "The postings on this site are my own and do not necessarily reflect the views of the Hospital."

Right to Monitor

All Hospital-supplied technology and Hospital-related work records belong to the Hospital and not to the employee. The Hospital routinely monitors the use of Hospital-supplied technology.

Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination of employment.

The Hospital prohibits employee possession or use of personal cameras in the workplace, including phones, as a preventive step necessary to secure employee privacy, trade secrets, and other business information. However, the Hospital reserves the right to install security cameras in work areas for specific business reasons, such as maintaining safety, guarding proprietary information, or protecting property from theft.

Employees should not expect privacy in work-related areas. Employee privacy in non-work areas will be respected to the extent possible. The Hospital's reasonable suspicion of on-site drug use, physical abuse, theft, or similar circumstances would be possible exceptions. Legal advice will be sought in advance in such rare cases where privacy must be compromised in a non-work area.

Cameras will not be installed in restrooms, changing rooms, or shower areas.

Employees should contact their team leader or the Hospital Manager if they have questions about this policy.

35. Reimbursements for Business Expenses

The Hospital will repay employees for reasonable business-related expenses, including the purchase of supplies or equipment and travel, lodging, and meal expenses incurred on business trips. To be subject to reimbursement, all purchases must be approved in advance by an employee's supervisor, Hospital Manager, and/or Hospital Owner. Sales receipts with details of purchase must accompany all requests for reimbursement. The Hospital reserves the right to deny unauthorized purchases or purchases lacking sufficient documentation.

36. Personal Visits and Telephone Calls

The Hospital's telephone facilities are for the conduct of Hospital business during work hours. While personal telephone calls are sometimes necessary from these phones and during these periods, employees should limit the length and frequency of such calls. For safety, security, and liability reasons, employees are prohibited from having family member(s), children, or guest(s) visit or accompany them anywhere in our facilities other than the reception areas, except for a brief supervised tour of the facility.

For safety, security, and liability reasons, employees are prohibited from bringing personal pets to work, either in the Hospital or traveling with them to site visits. Employee-owned pets can be seen by a veterinarian or scheduled for veterinary services with prior approval of the Hospital Manager. The employee must request and receive approval from the Hospital Manager in advance, prior to bringing their pet in for any service or care. Refer to the Hospital's Employee Pet Care Policy for additional details.

37. Cell Phone Usage

Cell phone use, including but not limited to calling and texting, should be limited to break and lunch periods unless there is a justifiable emergency. Cell phone ringers should be set to silent during working hours. Employees are prohibited from using cell phone cameras or video recorders on the premises of this Hospital, including, but not limited to,

operating rooms, treatment rooms, waiting rooms, and administrative areas. Illegal (while driving, etc.), excessive, or unnecessary use of your cell phone may result in disciplinary action, up to and including termination.

38. Software Usage

Employees may not install unlicensed software on any Hospital-owned device. Employees may not install any other software without management's approval. If an employee is uncertain about whether the Hospital permits the use of a particular software program, please contact the Hospital Manager, Hospital Owner, or supervisor before installing it. Employees must immediately alert their supervisors, the Hospital Manager, or the Hospital Owner of any questionable software programs found on their computers.

39. Reference Checks

While employed by the Hospital, an employee may receive requests for information on current or former employees or requests for recommendations or reference letters from former workers. All such requests must be immediately referred to the Hospital Manager or Hospital Owner for handling and any response. No other employee may respond to such a request.

40. Media Contact

In the event that an employee is approached by any news, publications, or broadcast media for information regarding the Hospital, its operations, personnel, or any other related activities, that employee is prohibited from supplying any information whatsoever. Only a representative of the Hospital designated in writing by the Hospital Manager or Hospital Owner is authorized to convey Hospital-related information to inquiring media.

41. Client Requests for Discounts, Replacements, and Vendor Solicitations

An employee may receive requests from a client or others for discounted, free, or replacement goods or services. An employee may also directly receive an industry or vendor solicitation for the Hospital's purchase of a service, equipment, or products. Such solicitation can be in person or via mail, telephone, e-mail, Internet, or any other channel. For example, a salesperson might approach an employee to sell the Hospital's new telephone services or other services or supplies.

On every such occasion, an employee is prohibited from committing the Hospital to any obligation or liability. Only the Hospital Manager, Hospital Owner, or designated employee is authorized to make such commitments.

Thus, when an employee receives such requests for discount, free, or replacement goods or services, they must promptly inform the Hospital Manager or Hospital Owner of the situation at hand. Additionally, when faced with a solicitation, an employee is required to take a message, business card, or brochure and inform the vendor that they will relay the message to the appropriate employee.

In the event an employee incurs an obligation or liability on behalf of the Hospital without advance written permission, that employee will be personally responsible for that obligation or liability. This might mean reimbursing the Hospital for the expense or value of the service or product, or paying a third party directly.

42. Hospital Property

Employees must safeguard all Hospital property. Hospital property includes, but is not limited to, all of its products, equipment, services, trademarks, patents, policies, documents, care card generator, drug calculators, vaccination planners, AI-generated systems, client list, patient information, and other resources. Employees may not copy, sell, distribute, or use these systems outside of the Hospital without the written consent of the Hospital Owner. Postage, shipping, and office and veterinary supplies are for business and not for an employee's personal purposes. It is the responsibility of each employee to report any abuse, theft, or improper use of Hospital property to a supervisor immediately.

All workspaces, including file cabinets and lockers, are the property of the Hospital and must always be available to management. The use of personal locks on any Hospital property is strictly forbidden. No Hospital property may be used to house personal files or items. No Hospital equipment, including computers, photocopiers, or printers, may be used for personal business. The Hospital Manager and the Hospital Owner reserve the right to inspect any or all

Hospital property, such as desks, Hospital lockers, files, and veterinary Hospital vehicles, at any time. Any violation of this policy may lead to automatic termination of employment.

43. Team Meetings

Team meetings provide the opportunity to discuss problems, share ideas, and collaborate on issues. The Hospital aims to be successful and provide the highest-quality medicine, and for our team to work in a positive, team-oriented environment. These things cannot be achieved without the type of communication that takes place during team meetings. Because these meetings are so important, attendance is mandatory. If an employee is unable to attend, they must notify their supervisor or the Hospital Manager before the meeting, and it will be their responsibility to get the information that is discussed at the meeting. Employees attending on a regular day off, or before, or after their scheduled shift, may be compensated per the labor law. Meetings about new products, continuing education, and general information will also be held as the need arises. The attendance requirements for these meetings are the same as for team meetings.

Meetings are considered mandatory and only excused if prior permission has been expressly given by the employee's supervisor.

When a Team Meeting is scheduled on a day that a team member is not scheduled to work, an alternate day (time) may be scheduled off during their next scheduled day to work.

44. No Solicitation and Distribution of Literature

The Hospital has established the following rules that apply to all employees and non-employees and govern solicitation, distribution of written material, and access to Hospital property:

Employees may engage in solicitation activities only during non-working times. No employee may engage in solicitation during their working time or during the working time of the employee or the employees at whom such activity is directed.

Employees may distribute or circulate any written or printed material only in non-work areas, during non-working times. No employee may distribute or circulate any written or printed material in work areas at any time, or during their working time, or during the working time of the employee or employees at whom such activity is directed.

Non-employees are not permitted to solicit or distribute written material for any purpose on Hospital property, and off-duty employees are not permitted in work areas. Strict compliance with these rules is required.

45. Employment of Relatives

To maintain efficient supervision, positive Hospital spirit, and Hospital security, the Hospital does not normally allow the employment of relatives, i.e., brother, sister, father, mother, child, uncle, aunt, niece, nephew, cousin, grandparent, grandchild, and any step-relatives and in-laws that fall in these classifications. For the same considerations, an employee's spouse or partner cannot be employed under the employee's direct supervision or in the same division.

Employees who become married to each other or who become related through marriage may continue to be employed by the Hospital so long as there is no direct supervisory connection or in any manner create difficulties in employee morale, supervision, job safety, and/or workplace security. If conflicts do arise, the Hospital will undertake to place one or both in another Hospital area in an open position for which they are qualified. If this cannot be accomplished, the Hospital will ask that, at a minimum, one of the employees leave employment, with the employee to make the decision. If the employees do not resolve this, then the Hospital will end the employment of both.

46. Reporting A Threat, Dispute, or Concern and Open Door Policy

The full reporting, investigation, escalation, conflict-resolution, mediation, and arbitration procedure is consolidated under Section 10, Voluntary Open-Door Policy.

47. Hospital Keys and Alarms

Keys and alarm codes are assigned to employees for access to the Hospital. It is the employee's responsibility to inform the Hospital Manager immediately of a lost or stolen key as well as a compromised password. Loss of keys resulting in

changing the Hospital's locks is a security risk as well as an expense to the Hospital. Upon termination, all keys must be returned to the Hospital Manager as stated in Section 71.

48. Personal Property

The Hospital does not assume responsibility for any personal property located on its premises. Employees are to use their own discretion when choosing to bring personal property into the Hospital and do so at their own risk. Additionally, employees may not bring or display in the office any property that may be viewed as inappropriate or offensive to others.

49. Political or Public Activities and Contributions

Employees will not use or contribute Hospital time, funds, or assets for the benefit of any political party, candidate, or official except as authorized in advance by the Hospital Owner. Attendance at political functions on the employee's own time or at events that are widely attended by industry counterparts is acceptable and does not require approval.

50. Treatment of Patients

The Hospital policy is that we treat each client's pet as if it were our own. Humane treatment of animals is absolutely demanded of each employee. Any type of animal abuse will be the basis for discipline up to and including immediate termination.

Only veterinarians or assigned animal medical technicians are authorized to treat animals or perform/request laboratory analysis on animals, and animal medical technicians are authorized to do so only under the direction or approval of a licensed veterinarian employed by the Hospital.

51. Client Management

Professional Knowledge

The Hospital encourages team members to learn all they can about the veterinary profession. This knowledge will make them a greater asset to the Hospital, its clients, and themselves. Employees can never know too much.

Professional Courtesy

Veterinarians should be addressed by their social title and last name—for example, "Dr. Ferris"—at all times. In addition, although they may not play an active role in the day-to-day operations of the hospital, the Hospital Owner should also be addressed by their preferred social title (e.g., Mr., Ms., and Dr.).

Advising Clients

After some on-the-job training, everyone becomes knowledgeable in giving basic advice to clients; however, don't diagnose without a license! Use good judgment. When uncertain, let the client know that questions will be relayed to the doctor. In most circumstances, the patient will need to be seen by a doctor to diagnose the problem.

Gossip and disparaging remarks regarding clients or other team members will not be tolerated and may subject an employee to discipline up to and including dismissal. It is also expected that the privacy and integrity of clients, doctors, and other team members will be respected. Any conversation, discussion, or information gathered from the Hospital is to remain in the Hospital.

52. Team Requirements and Expectations

- Employees are expected to be productive during their work hours. Each employee should have a shortlist of ongoing projects and activities to work on during any slack time. Personal activities during work hours are not appropriate.
- Employees are to report any mistakes to their immediate supervisor as soon as possible, and if their immediate supervisor is not available, to the Hospital Manager or Hospital Owner.
- Due to the nature of the business conducted at this facility, children of employees may not accompany their parents, agents, and/or guardians to work.

- Any evidence of fraudulent activity regarding patient and/or client records will result in immediate disciplinary action up to and including termination.
- All forms of written communication, such as memorandums or postings, must be approved by the Hospital Manager or Hospital Owner before distribution to other team members.
- In order to maintain a professional and pleasant work atmosphere, employees must refrain from using profanity at all times while in the building or on Hospital property. The use of profanities is not only disrespectful to people nearby, including other employees and clients, but it is also unnecessary.
- Throughout your employment, there may be occasions when the Hospital will monitor or record telephone calls and exam techniques. These records are used for training, quality control, and other business purposes. All persons, including employees and clients, will be notified in advance and their permission obtained by California law.

Employee Compensation

53. Employee Time Keeping

Nonexempt employees may not start work until their scheduled starting time unless otherwise approved by their supervisor or the Hospital Manager.

Employees are not allowed to work "off the clock." Working off the clock violates Hospital policy. Any work performed before or after a regularly scheduled shift must be approved in advance by a supervisor. If an employee performs any off-the-clock work, please report the work to a supervisor.

It is a violation of the Hospital's policy for anyone to instruct or encourage another employee to work "off the clock," to incorrectly report hours worked, or to alter another employee's time records. If any employee is directed or encouraged to incorrectly report hours worked, or to alter another employee's time records, they should report the incident immediately to a supervisor or the Hospital Manager.

Attendance, Lateness, and No-Call/No-Show

Employees of the Hospital are expected to be punctual and regular in attendance. Any tardiness or absence causes problems for fellow employees and supervisors. When employees are absent, work must be reassigned and performed by others.

Employees are expected to report to work as scheduled, on time, and prepared to start work in their assigned areas. All non-exempt employees must record their hours worked using the time clock software, Clock-In Punctuality %, by punching in when they first appear for work -- and when a later shift begins -- and by punching out as soon as each shift ends. Employees may be required to clock in using a real-time photo or fingerprint while at the Hospital using the Hospital iPad. The phone app may be allowed during house calls, but cannot be used at any other time. A shift may end at the start of any meal period or at the conclusion of the workday. Ten-minute breaks are not punched in or out.

All employees are required to report to work promptly. Employees are expected to be ready for work at the time they clock in. Employees are expected to be in their work areas, ready to work when their shift begins. Being "ready to work" includes being fully dressed and groomed. Being "ready to work" also does not mean employees can clock in on time, then immediately go to the break room to put their personal belongings in their cubbies.

Employees are also expected to remain at work for their entire work schedule, except for break or meal periods, or when required to leave on authorized Hospital business. Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided.

Any falsification of timecards, including but not limited to alteration of one's own card or clocking in/out another employee's card, is prohibited. Any corrections to a timecard must be approved and recorded by the employee's supervisor or the Hospital Manager.

It is the employee's responsibility to sign their timecard to certify the accuracy of all time recorded. Any errors in their time record should be reported immediately to their supervisor, who will attempt to correct legitimate errors. Altering, falsifying, or tampering with time records is prohibited and subjects the employee to discipline, up to and including discharge.

If an employee is unable to report for work on any particular day, they must, under all but the most extenuating circumstances, call the Hospital Manager at least two (2) hours before the shift begins, before the time they are scheduled to begin working for that day. If an employee calls less than at least two (2) hours before their shift begins,

before their scheduled time to begin work, and does not arrive in time for their assigned shift, they will be considered tardy for that day.

In all cases of absence or tardiness, employees must provide their supervisor with an honest reason or explanation. Employees also must inform their supervisor of the expected duration of any absence. Excessive absenteeism or tardiness will not be tolerated. The Hospital defines excessive absenteeism as more than three (3) days absent per quarter or three (3) months.

If an employee fails to report for work without any notification to the supervisor or the Hospital Manager and the absence continues for a period of three (3) days, the Hospital will consider that voluntarily abandoned or quit their employment.

Absences protected by state and federal law do not count as a violation of this policy.

Reassigning team members or revising schedules to accommodate absences or tardiness puts a burden on the team and affects patient care. The Hospital recognizes that team members may occasionally become ill, miss work, or be late, and employees should provide notice as soon as possible.

Not reporting to work, not calling to report the absence, and/or same-day callouts are considered a no-call/no-show and are a serious matter.

The first instance of a no-call/no-show will result in a written warning. A second offense may result in termination of employment with no preliminary disciplinary steps. Any no-call/no-show lasting three (3) days is considered job abandonment and will result in immediate termination of employment.

Management may consider extenuating circumstances when determining discipline for a no-call/no-show (for instance, if the employee is in a serious accident and hospitalized). Management reserves the right to use its discretion in applying this policy under special or unique circumstances.

Employees are expected to report for work on time. Employees will be considered tardy if they do not arrive within 15 minutes of their scheduled shift. The Hospital understands there may be times an employee cannot help being tardy. If that happens, it is up to the employee to let their supervisor know that they will be late and when they will arrive. Tardy employees may be subject to discipline, particularly if they are habitually late. It will be up to the Hospital to determine appropriate discipline for tardiness and absences, up to and including termination.

All employees must inform their department supervisor of absences/lateness whenever possible. Team members who fail to contact their department supervisor cause others to take on additional duties, which leads to an overall loss in productivity. Employees who fail to notify their supervisor of any absence in accordance with this policy will be subject to corrective action up to and including termination, depending on the circumstances.

54. Work Schedules, Meal and Rest Breaks

Work Schedule

The Hospital Manager or supervisor will set the normal schedule of hours of work, as well as the specific working hours from day to day or week to week. Any changes to the normal schedule must be approved in writing by the supervisor. The Hospital's workweek is between 12:00 a.m. each Monday and 12:00 midnight the following Sunday. Weekly employee schedules of work are structured within these times.

The reception hours for the conduct of business-related telephone activity are 8:00 a.m. through 8:00 p.m. Monday through Saturday. The Hospital is closed on Sundays.

Supervisors will schedule meal and rest periods as appropriate. The Hospital complies with federal and California laws in this regard. Employees should review the Hospital's Meal and Rest Break Policies below for further information. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in total hours that may be scheduled each day and week.

Work schedules are posted in advance. Once the schedule has been posted for 24 hours, it will be considered final. Changes in the assigned work schedule other than vacations or personal leave can only be made with the prior permission of the Hospital Owner and are based on several factors, including length of employment, attendance record, performance, and priority of the request. While an employee's schedule may be the same for a number of weeks, there is no guarantee that it will remain as such indefinitely. Please check carefully for any changes each week.

Special scheduling requests should be made to the Hospital Owner at least 45 days in advance, when possible, or when the employee first learns of the need. Employees requesting a schedule change must try to find a substitute

of equivalent skill and experience from the existing Hospital team and must receive both verbal and written approval from the Hospital Owner for the substitution.

In an emergency or exceptional situation, it may be necessary to change the planned work schedule, possibly with only a last-minute notice given, to meet the Hospital's caseload and to provide service to our patients and clients. It is expected that all Hospital team members will be aware of this possible inconvenience to their personal schedules and will conduct themselves in a cooperative, professional manner if requested to report to work on a previously scheduled day off.

Paid Rest Breaks

Non-exempt employees are entitled to paid rest time based on the total hours worked daily at the rate of 10 minutes' net rest time per four (4) hours or a major fraction thereof (i.e., more than two [2] hours). However, a rest period need not be authorized for employees whose total daily work time is less than three and one-half hours (3½). Thus:

Total Hours Worked Number of 10 Minute Rest Breaks
 0 to 3.5 hours 0
 3.5+ to 6 hours 1
 6+ to 10 hours 2
 10+ to 14 hours * 3

Whenever practicable, rest breaks should be taken near the middle of each four (4)-hour work period. Employees may not accumulate rest breaks or use rest breaks as a basis for starting work late, leaving work early, or extending a meal break.

Because rest breaks are paid, nonexempt employees should not clock out for them.

The Hospital does not monitor employee rest and meal breaks. It is up to each employee to make sure they take their breaks. Please coordinate with others so that the Hospital will not be short-staffed.

Any non-exempt employee who is not provided with a timely, uninterrupted, and at least 30-minute meal break, or who is not authorized and permitted to take a rest break according to this policy, is immediately entitled to a meal or rest break premium. Any supervisor who knows or should reasonably know that a meal break or rest break was not provided in accordance with this policy should arrange for a premium to be issued to the employee.

Employees are responsible for reporting to their supervisor any meal break that was not provided or any rest break not authorized and permitted, where the supervisor would have no reason to otherwise know of this fact. Any employee who feels that they are owed a premium as a result of this policy but has not received the premium should report the missing premium immediately to their supervisor or the Hospital Manager.

Discipline

Any employee, supervisor, or manager who fails to observe meal and rest break policies will be subject to discipline, up to and including termination. Violations should be reported to the Hospital Manager.

Supervisors may assign employees when to take their designated breaks and mealtimes. Failure to comply with designated break and mealtimes may result in discipline.

In addition, the Hospital will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the Hospital's investigation of such reports. Any form of retaliation in violation of this policy will result in disciplinary action, up to and including termination.

*Additional rest break(s) may be given under certain circumstances where the total hours worked exceed 14 hours.

Meal Breaks

Non-exempt employees will be relieved of all duties and are free to leave the worksite during their meal periods. Employees are required to clock out and clock in on time for each allotted meal period. Employees must promptly notify their supervisor or the Hospital Manager in writing if they have been denied the opportunity to take a meal or rest break.

Number and Timing of Meal Breaks: The Hospital provides a minimum half-hour unpaid meal period for non-exempt employees who work at least five (5) hours in a day, and a second half-hour meal period for non-exempt employees who work at least ten (10) hours in a day.

Non-exempt employees must start their first meal break after no more than five (5) hours of work and their second meal period, if applicable, after no more than ten (10) hours of work. For example, if an employee begins work at 8:00 a.m. and works an eight (8) hour shift, they must start their single meal break on or before 12:59 p.m. If an employee begins

work at 8:00 a.m. and works a shift of ten (10) hours or more, then they would also have to start a second meal break on or before 5:59 p.m.

Meal Break Waivers

Employees who work at least five (5) but no more than six (6) hours in a day may voluntarily agree to waive their meal period for that day if the Hospital agrees to permit such a waiver. Employee who work no more than 12 hours per day may waive the second meal period only if the first meal period was not waived. All such waiver(s) must be in writing.

Additional Time Off

An employee's supervisor may approve additional personal time off during normal working hours, but a non-exempt employee will not be paid for the time of such absence.

Please note that anytime an employee is on break, on a meal break, or off the clock, that employee may not engage with another coworker who is clocked in and working unless otherwise work-related. Employees are distracted, engaged in personal conversation, and otherwise not completing their assigned work. All breaks should be taken away from the employee's working area and free from distracting other employees.

Work Schedules for Minors

California law restricts the work hours and work schedules for minor employees under age 18 who have not graduated from high school or who do not have a certificate of proficiency. Please contact the Hospital Manager or Hospital Owner for more information regarding the work schedules of minor employees.

If applicable laws or regulations governing meal and rest break policies are or at some point in the future come into conflict with any of the Hospital's policies, then those laws or regulations shall control.

55. Overtime Rules

Unless different rules are adopted for an alternate workweek schedule by procedures specified in California law, non-exempt employees receive overtime pay for work in excess of eight (8) hours per day or 40 hours per week.

The Hospital can require a non-exempt worker to work overtime. All overtime must be approved in advance by the employee's supervisor. While, as stated in the timecards section above, overtime that has not been approved will be paid, such unauthorized overtime is a violation of Hospital rules and can subject the employee to discipline.

Unless different rules are adopted for an alternative workweek schedule, overtime is paid to non-exempt employee's regular rate of pay for work in excess of eight (8) hours per day or 40 hours in a single workweek. Under California law, there are also some circumstances in which overtime is paid to such employees at two (2) times the regular rate of pay.

All overtime work must be authorized in advance by the employee's supervisor or the Hospital Manager. Working overtime without prior authorization may result in disciplinary action. Exempt employees are expected to work as much of each workday as is necessary to complete their job responsibilities.

56. Rates of Compensation and Bonuses

Compensation rates are set and/or revised upward and downward at the discretion of the Hospital, based on the Hospital's evaluation of an employee's knowledge and demonstrated ability, and the variety, scope, and demands of their job responsibilities.

From time to time, the Hospital, in its discretion, may pay bonus compensation to an employee whom the Hospital determines is qualified based on their performance and contributions to the Hospital's success. All such bonuses are discretionary. Any offer of a guaranteed or goal-conditioned bonus must be authorized and signed by an official representative of the Hospital.

57. Discussion of Compensation

Employees are entitled to discuss and disclose their wages and cannot be prohibited from doing so. An employee is not required to disclose their wages to another employee who asks. The Hospital will not terminate, demote, suspend, or otherwise discriminate or retaliate against any employee based on such disclosure or because they file a complaint or charge or otherwise institute an investigation, proceeding, or hearing based on the disclosure of wage information.

This policy does not apply to the disclosure of other employees' wage information by employees who have access to such information solely as part of their essential job functions and who, while acting on behalf of the Hospital, make unauthorized disclosure of that information. A Hospital representative may disclose an employee's wages in response to a complaint or charge, or in furtherance of an investigation, proceeding, hearing or legal action in accordance with applicable law.

58. Paydays and Deductions

Paydays are every other Friday. If the payday falls on a holiday, the payday will be on the Monday following.

The Hospital is required by law to deduct and withhold the following taxes from employee compensation:

- Federal income tax,
- California income tax,
- Payroll tax for the Federal Insurance Contributions Act (FICA) (includes Social Security and Medicare),
- California disability insurance contributions (SDI), and
- State and/or federal income tax liens.

If an employee wishes to change the number of deductions or marital status to affect state or federal withholding calculations, this must be done by completing and submitting the appropriate form to the Hospital Manager before the end of the pay period.

When employees receive their paychecks, they should verify immediately that their working time was recorded accurately and that they were paid correctly for all hours worked. If there is a discrepancy, the Hospital Manager or Hospital Owner must be notified as soon as possible to make corrections.

Deductions for Exempt Employees

Except under limited circumstances, exempt employees will receive full pay for any workweek in which they perform any work, regardless of the number of days or hours worked. However, exempt employees shall not receive pay for any workweek in which they perform no work.

The Hospital may permissibly deduct from an exempt employee's salary when an exempt employee is:

- Absent from work for one (1) or more full days for personal reasons other than sickness or disability.
- Absent for one (1) or more full days due to sickness or disability if the deduction is made according to a bona fide sick pay policy and the employee has exhausted their sick pay under that policy.
- Absent for jury duty or military duty for a full week and performs no work during the week.
- Works less than a full week during the initial or final week(s) of employment.

The Hospital may also make partial-day deductions from available accrued vacation or sick leave balances when applicable.

59. Garnishment

In the event that the Hospital is served with an order of a court directing that an employee's wages be garnished, that order must be complied with. Thus, a garnishment will reduce an employee's paycheck(s).

60. Access to Personnel Files and Payroll Records

Upon written request, a current or former employee, or their designated representative, may inspect and/or receive a copy of the employee's personnel file in accordance with California law. The records will be made available for inspection at a mutually convenient time, not during an employee's working hours, and copies shall be made at the employee's expense.

For a current employee, personnel records will be available for inspection where the employee reports to work or at another mutually agreeable location. For a former employee, personnel records will be available for inspection where the records are stored or at another location that is mutually agreeable.

Current and former employees also may inspect their payroll records upon written or oral request and may request a copy of these records. The Hospital will comply with records requests in accordance with California law. Current and

former employees who request a copy of their payroll or employment records may be charged the cost of copying the requested documents.

Only authorized members of management and Human Resources have access to an employee's personnel file. Only the Hospital Manager or Hospital Owner is authorized to release information about current or former employees on behalf of the Hospital. However, the Hospital will cooperate with - and provide access to an employee's personnel file to - law enforcement officials or local, state, or federal agencies in accordance with applicable law.

Personal Data Change

The Hospital needs to maintain up-to-date employee and contact information. Maintaining accurate information in our files is important for recordkeeping, payroll, and benefit-related purposes, and in the case of an emergency.

Changes in name, address, telephone number, marital status, number of dependents, next of kin, and/or beneficiaries should be given to the Hospital Manager or Hospital Owner promptly.

61. Privacy of Employee Personal and Medical Information

The Hospital and its employees may not disclose any of the employee's private or personal information, including health or medical information, to third parties without management's advance authorization.

The Genetic Information Nondiscrimination Act (GINA) prohibits employers from requesting or requiring the genetic information of employees or their family members. In order to comply with this law, the Hospital requests that all employees refrain from requesting or providing any genetic information in the workplace or to Hospital representatives at any time. "Genetic Information" includes an employee's family medical history, the results of an individual's or a family member's Genetic tests, the fact that an employee or an employee's family member sought or received genetic services, and any other genetic information.

The Health Insurance Portability and Accountability Act (HIPAA), a federal law, safeguards the privacy of an individual's medical information. Only authorized personnel may have access to private employee medical information and records. Authorized personnel must keep such information private, confidential, and unavailable to others. Non-authorized employees who learn about private medical information concerning a co-worker or any other person who does business with the Hospital must not disclose that information to any other person, except in an emergency situation. Discussing or otherwise divulging another's medical information, except in emergency circumstances, may result in discipline, up to and including termination of employment.

Employee Benefits

62. Paid Vacations

At this time, the Hospital does not offer paid vacations. Should this policy change in the future, all employees will be notified of the changes.

63. Hospital Holidays

Cuddle Paws recognizes the following as Hospital holidays, and the Hospital is closed:

- January 1st (New Year's Day)
- Memorial Day
- July 4th (Independence Day)
- Labor Day
- Thanksgiving Day
- Christmas Day

Cuddle Paws employees who are scheduled or who are called into work on a holiday will receive one and a half (1½) times their hourly rate of pay for any hours the employee works on the holiday.

Payment for holidays begins on the employee's day of hire. Employees must be either full-time or part-time to be eligible for paid holidays. Seasonal or temporary employees are not eligible for holiday pay.

64. Medical Insurance

At this time, the Hospital does not offer health or medical insurance. If health insurance is a concern, there are options offered through the California Marketplace at www.healthforcalifornia.com.

65. Paid Sick Leave

Sick Pay Amount

Eligible employees will receive sick leave as follows:

- Eligible employees will be provided five (5) days or 40 hours of paid sick leave on the date of hire.
- You will need to meet the 90-day employment requirement before taking any leave.
- Exempt employees are presumed to work 40 hours per workweek for purposes of sick time. If their normal workweek is less than 40 hours, the amount of PSL will be based on their normal workweek.
- On January 1 of every calendar year, five (5) days or 40 hours of paid sick leave will be provided to each eligible employee.
- Employees will not be able to carry over unused paid sick leave at year-end.
- The maximum amount of paid sick time an employee is allowed to use in each year of employment, calendar year, or 12-month period is five (5) days or 40 hours, regardless of how much paid sick time the employee has earned.
- The Hospital does not pay employees for unused paid sick leave at the time of termination.
- Employees who are rehired with one (1) year of separation from employment may be eligible for reinstatement of previously accrued and unused paid sick time.

Sick pay is for actual, short-term illness or injury to the employee, the employee's spouse, parent, child, grandparent, grandchild, domestic partner or child of a domestic partner, or the employee's legal dependents living in the employee's home. An employee may also use paid sick leave for the diagnosis, care, or treatment of an existing health condition, preventative care for themselves, or for preventative care for a family member (as defined in this paragraph). Employees who are victims of domestic violence, sexual assault, or stalking may use paid leave. Sick pay cannot be utilized for vacation.

See Section 53 "Employee Timekeeping, Punctuality, and Attendance" above for notice requirements for absences. If the employee becomes ill during the workday, they must inform their supervisor before leaving the place of work.

If the employee is absent due to illness for more than seven (7) calendar days, the employee should apply for SDI benefits. Nothing in this policy modifies the at-will employment relationship between the Hospital and its employees. Either party may terminate that relationship at any time, for any reason or no reason, with or without notice.

Qualifying Reasons for Paid Sick Leave

Paid sick time can be used for the following reasons:

- Diagnosis, care, or treatment of an existing health condition for an employee or covered family member, as defined below.
- Preventive care for an employee or an employee's covered family member.
- For certain specified purposes, when the employee is a victim of domestic violence, sexual assault, or stalking.

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

- A child is defined as a biological, foster, or adopted child; a stepchild; or a legal ward, regardless of the age or dependency status of the child. A "child" also may be someone for whom the employee has accepted the duties and responsibilities of raising, even if they are not the employee's legal child.
- A "parent" is defined as a biological, foster, or adoptive parent; a stepparent; or a legal guardian of an employee or the employee's spouse or registered domestic partner. A parent may also be someone who accepted the duties and responsibilities of raising the employee when they were a minor child, even if they are not their legal parent.
- A spouse.
- A registered domestic partner.
- A designated person. A designated person is a person identified by the employee at the time the employee requests paid sick days. There can be only one (1) designated person per 12-month period.
- A grandparent.
- A grandchild.

- A sibling.

Use of Paid Sick Leave

If the need for paid sick leave is foreseeable, employees shall provide advance oral or written notification to the supervisor. If the need for paid sick leave is not foreseeable, employees shall provide notice to the supervisor as soon as practicable.

An employee's use of paid sick time may run concurrently with other leaves under local, state or federal law.

Paid sick leave can be used in two (2) hour increments.

Paid sick leave is a benefit that also covers absences for work-related illness or injury.

Employees who have a work-related illness or injury are covered by workers' compensation insurance. However, workers' compensation benefits usually do not cover absences for medical treatment. When an employee reports a work-related illness or injury, they will be sent for medical treatment if treatment is necessary. The employee will be paid their regular wages for the time spent seeking initial medical treatment. Any further medical treatment will be under the direction of the health care provider. Any absences from work for follow-up treatment, physical therapy, or other prescribed appointments will not be paid as time worked. If the employee has accrued and unused paid sick leave, the additional absences from work will be paid with the use of paid sick leave.

If the employee does not have accrued, paid sick leave, or if they have used all their sick leave, they may choose to substitute vacation time for further absences from work related to their illness or injury.

66. Continued Education

The Hospital believes educational development is important to personal growth and the betterment of the Hospital and encourages employees to take courses or training to increase job competence and prepare for future advancement. Giving advance notification of courses an employee would like to attend is essential so that arrangements to the schedule to ensure adequate staffing can be made. The Hospital may reimburse some fees associated with continuing education (CE) for full-time employees.

To be reimbursed for expenses, employees must submit the following documents within 30 days of the course completion date and must be pre-approved by the Hospital before attending any CE:

- Evidence of completion of the course.
- Verification of the tuition paid and other costs.
- A syllabus or outline of information covered in the course.
- Recommendations, changes, and new or improved methods the employee would like to see implemented in the Hospital from the course.
- A presentation to appropriate team members sharing the information gained from the course.

Employees requesting that the Hospital prepay for a course must sign a document detailing what is being paid for by the Hospital, including the agreement to reimburse the Hospital if they fail to attend the course.

Employees who attend courses that are not job-related (that is, certification or licensure that is not a condition of employment) may not be eligible for reimbursement. The Hospital assumes no responsibility for team members who become delinquent in the number of units needed for recertification and, as a result, lose their license.

Employee Job Performance

67. Attendance and Absence from Work

Attendance and absence requirements are consolidated under Section 53, Employee Time Keeping.

68. Lateness

Lateness requirements are consolidated under Section 53, Employee Time Keeping.

69. No-Call/No-Show

No-call/no-show requirements are consolidated under Section 53, Employee Time Keeping.

70. Discipline

Poor or unacceptable performance, a policy violation, or other inappropriate conduct may subject an employee to discipline. The nature and extent of discipline depend on the severity of the offense and the employee's prior performance and conduct record. The Hospital has sole discretion to determine appropriate discipline and does not follow a required progressive sequence. Progressive discipline is not an employee right, and an employee need not be terminated only for cause. This policy does not alter the at-will employment relationship described in Section 1.

Mutual Termination Rights

71. Resignations and Terminations

Regardless of how a worker's employment ends, the employee is required to return all Hospital property in their possession or control immediately at the close of the employee's last day of work or at any other date of termination. This property includes, but is not limited to, any scrubs, keys, radiation badges, equipment, tools, hard copy, and computer-stored proprietary information of the Hospital (including passwords to access such information), copies of this handbook, manuals, training materials, and written materials issued or distributed to the employee by the Hospital. If the Hospital finds any violation of this policy to be willful or the result of gross negligence, the Hospital shall withhold the cost of any Hospital property that has not been returned from the final paycheck and can take further appropriate action to preserve and/or recover the property as it finds necessary.

Exit Interviews

Before leaving the Hospital, employees may be asked to participate in a voluntary exit interview. This will provide closure to the employee's employment with the Hospital and will allow the Hospital to ensure that it has resolved various administrative matters, answered any questions about the continuation of benefits, and listened to any of the employee's comments or ideas about improving the Hospital's operations.

Employees may be requested to sign an acknowledgment that they have been provided the final paycheck and that all Hospital property has been returned. If the employee owes the Hospital any money, the employee will be asked in the interview to specify in writing the manner and timing of the repayment.

This interview is also an opportunity for the Hospital representative to provide information on any rights to insured benefit continuation or conversion that the employee may have. Upon leaving employment, a worker or their dependents may have the right to purchase continuation group insurance coverage under the federal "COBRA" statute or its state counterpart.

Resignation with Notice

Employees are requested to give at least two (2) weeks' advance written notice of an intended voluntary resignation. In the event an employee resigns voluntarily by giving written notice to the Hospital, the employee will be requested to submit a letter confirming the resignation and to take part in an exit interview. Upon such notice, the interview should be set and conducted promptly by the Hospital Manager or Hospital Owner. The employee is to depart via the Hospital Manager or Hospital Owner on the employee's last day of employment to complete the termination process and obtain their last paycheck. The law requires that an employee be paid on the last day of work if the employee has given 72 hours or more of advance notice.

Resignation without Notice

In the event an employee resigns voluntarily without notice, the employee will be requested to participate immediately in an exit interview with the Hospital Manager. If it can be done, the employee's supervisor should notify the Hospital Manager in advance to enable the preparation of the termination, including, if feasible, the issuance of the final paycheck. The law requires that an employee who has given no notice of their resignation must be paid within 72 hours of the termination.

Involuntary Termination

While the Hospital has the same right as employees to terminate an employment relationship with or without cause and with or without advance notice, the Hospital may, in its sole discretion, proceed to apply any or all of the following if it deems appropriate:

- Give the employee a last warning before termination.
- Seek the approval in advance of the Hospital Manager or Hospital Owner for termination, to ensure the matter is conducted in a proper, non-discriminatory manner.

Employees who are involuntarily terminated must be provided their final paycheck on the day of termination.

The Hospital does not have a policy to provide departing employees severance pay in addition to compensation owing to the employee for past services rendered to the Hospital. As such, if the Hospital decides to move up the date of termination to a date earlier than that designated by an employee who is voluntarily resigning, the employee is only entitled to compensation through the last day of actual work for the Hospital. Further, the Hospital, in its discretion, reserves the right to determine that there are exceptions to the no-severance policy and to offer and provide such additional compensation beyond any amount owing to the employee by law and on terms and conditions that the Hospital may propose.

Time Away from Work

72. Approved Leaves of Absence

Where an employee must take a leave of absence (including any paid vacation), the reason for such leave, its expected length of time, and the projected date that leave will start must be specified. The employee should submit a written request to the Hospital Manager or Hospital Owner with a copy to the employee's supervisor. If the leave is adequately foreseeable, the request should be submitted at least 30 days in advance of the first day of the leave. If this is not possible, then the request should be submitted as early as practicable.

In the event that an employee on approved leave takes actions that contradict their intention to return to work at the Hospital, e.g., beginning or accepting full-time work for another employer, that employee will be deemed to have voluntarily resigned their employment. If an employee's leave ends and the employee fails to immediately report for work, that employee will be deemed to have voluntarily resigned from their employment.

73. Disability Insurance

Each employee contributes through payroll tax to California's state disability insurance programs. Disability insurance is mandated by the California Unemployment Insurance Code and administered by the Employment Development Department. Disability insurance is payable when an employee cannot work because of illness or injury not caused by employment at the Hospital. An additional tax funds the state's Paid Family Leave program and provides partial wage replacement for absences related to the care of a family member or bonding with a new child. Specific rules and regulations governing disability are available from the Hospital Manager or by visiting California's Employment Development Department's website at www.edd.ca.gov.

74. California Family Rights Act (CFRA)

The California Family Rights Act (CFRA) authorizes eligible employees to take up to a total of twelve (12) weeks of paid or unpaid job-protected leave during a 12-month period. While on leave, employees keep the same employer-paid health benefits they had while working. Eligible employees may take leave for one (1) or more of the following reasons:

- Birth of a child, adoption, or foster care placement of a child.
- To care for an immediate family member (spouse, domestic partner, child, parent, parent-in-law, grandparents, grandchildren, siblings, and adult children) with a serious health condition.
- When the employee is unable to work because of a serious health condition. A serious health condition is an illness, injury, impairment, or physical or mental condition that causes or requires:
 - o Any period of incapacity or treatment with or after inpatient care.
 - o Any period of incapacity requiring absence from work, school, or other regular daily activities of more than 3 consecutive calendar days.
 - o Ongoing treatment by or under the supervision of a health care provider for a chronic or long-term health condition that is incurable.
 - o Restorative dental or plastic surgery after an accident or injury.

75. Paid Family Leave Benefits

An employee who is off work to care for a child, spouse, parent, registered domestic partner, parent-in-law, grandparent, grandchild, or a sibling with a serious health condition, or to bond with a new child, may be eligible to receive wage benefits through the California "Paid Family Leave" (PFL) program, which is administered by the Employment Development Department (EDD).

These benefits are financed solely through employee contributions to the PFL program. That program is solely responsible for determining if an employee is eligible for such benefits. Generally, there is a waiting period during which no PFL benefits are available. The EDD can provide additional information about any applicable waiting period.

If an employee needs to take time off work to care for a family member with a serious health condition or to bond with a new child, please advise the Hospital Manager, and they will be given information about the EDD's PFL program and how to apply for benefits. Employees also may contact their local Employment Development Department Office for further information or visit the EDD's website at www.edd.ca.gov.

Employees on leave should maintain regular contact with the Hospital Manager during the time they are off work so the Hospital may monitor their return-to-work status. In addition, they should contact the Hospital Manager when they are ready to return to work so the Hospital may determine what positions, if any, are open to the employee.

When an employee applies for PFL benefits, the Hospital Manager will determine if the employee has any accrued but unused vacation and personal days available. If the employee has accrued but has unused time available, then the employee may be required to use such time before becoming eligible for PFL benefits.

Employees taking time off work to care for a family member with a serious health condition or to bond with a new child are not guaranteed job reinstatement unless they qualify for such reinstatement under federal or state family and medical leave laws.

76. Pregnancy, Childbirth, and/or Related Medical Conditions (Pregnancy Disability Leave)

Employees are entitled to an unpaid leave of absence for a time when they are disabled due to pregnancy, childbirth, or related medical conditions as determined by their health care provider for up to four (4) months. This includes leaves for severe morning sickness and for prenatal care. The Hospital does not require the pregnancy disability leave (PDL) to be taken for a continuous period. The leave of up to four (4) months may be taken as necessary for any and all disabilities relating to each pregnancy of an employee. Leave may be extended beyond four (4) months as an accommodation for disability due to pregnancy. Employees may be required to provide additional documentation from a health care provider verifying the need for such accommodation.

Requests for PDL

An employee who claims eligibility for such leave must submit a written request for the pregnancy-related leave as soon as the employee determines, with a reasonable degree of certainty, the expected date the leave will start. The employee must also submit a written confirmation from her doctor of the expected delivery date, the projected length of the employee's absence, and the duration of expected disability prior to and following the delivery, assuming that the delivery will be without complications.

If an employee requests a leave of absence after the pregnancy-related disability has ended, that request will be considered under the family care leave provisions above.

Effect of PDL on Benefits

If an employee acquires a pregnancy-related disability, she should request benefits from state disability insurance. The Hospital will not be paying the employee during leave for a pregnancy-related disability. However, if the employee chooses, she may utilize any accrued vacation and holiday time while on such a leave. Such benefits utilized will be added together so that the employee will not receive more than the full amount of her regular pay.

The employee will not accrue vacation or holiday pay during such a pregnancy-related leave.

The Hospital will carry on with the Hospital's share of insurance premiums to maintain any group health plan coverage which is in effect for the employee at the time the pregnancy disability leave has begun for up to four (4) months. However, if the coverage is to be maintained during the leave, the employee must also carry on their share of the costs of health insurance benefits -- by paying premiums no later than the dates such payments would be due if the employee remained actively on the job. In the event that the employee fails to make payments when due, the insurance coverage

will be canceled. So long as the employee remains eligible for such insurance coverage, that insurance coverage may be reestablished by the employee upon returning to work after the leave if she then restarts payments of her share of the premiums as required.

If the employee fails to return from pregnancy disability leave for reasons unrelated to either continuing disability or a separate protected leave, the Hospital reserves the right to recoup the health insurance premiums it paid to continue the coverage during the pregnancy disability leave.

Return from PDL

In order for an employee to return to the job following pregnancy-related leave, the employee must deliver a written release from her doctor certifying that the employee is capable of safely performing all essential aspects of the position or would be able to do so with reasonable accommodation.

On return from a pregnancy-related leave, an employee will be reinstated to their prior position unless:

- The position no longer exists due to legitimate business reasons.
- The position could not be maintained unfilled or occupied by a temporary employee without a substantial threat to the Hospital's safe and efficient operations.
- The employee has either directly or indirectly signaled their intention not to return to work for the Hospital.
- The employee is now incapable of performing one (1) or more essential aspects of the position, with or without reasonable accommodation.
- The employee is now unqualified for the job.

In the event the Hospital cannot reinstate the employee to her former position, the Hospital will offer the employee a substantially similar position so long as there is a substantially similar position that exists and is available; placing the employee in that position would not be a substantial detriment to safe and efficient operations, and the employee is qualified for the position.

Accommodations for Pregnant or Lactating Employees

In addition to the pregnancy disability leave discussed above, the Hospital will attempt to reasonably accommodate the medical needs related to pregnancy, childbirth, or related conditions, including a temporary transfer to a different position (if available) or duties, if medically warranted. The Hospital encourages pregnant employees to consult their physicians to determine what, if any, workplace accommodations may be necessary during the term of pregnancy. The Hospital requests that employees promptly notify the Hospital of the need for such accommodation. The Hospital strives to provide pregnant workers with a safe workplace environment, without discrimination based on pregnancy status.

The Hospital provides a specific area for lactating employees on-site upstairs in the office areas. The employees will be allowed suitable breaks to accommodate lactation needs from birth up to one (1) year of age as prescribed under state and federal regulations.

77. Worker's Compensation

When work-related accidents, injuries, or illnesses occur, employees may be eligible for workers' compensation insurance benefits. The Hospital provides a comprehensive workers' compensation insurance program at no cost to employees and in accordance with applicable state law. This program covers most injuries or illnesses sustained in the course of employment that require medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits or, if the employee is hospitalized, treatment immediately.

Reporting, Immediate Medical Attention, and Treatment

Employees who sustain a work-related injury or illness should inform their supervisor, the Hospital Manager, or the Hospital Owner immediately. No matter how minor an on-the-job injury may appear, it must be reported immediately. If an employee sees someone suffer an on-the-job injury, immediately report it to a supervisor, the Hospital Manager, or the Hospital Owner, even if your co-worker says they are "fine" or says they do not want to report it to management. This will enable an eligible employee to qualify for coverage. It is against Hospital policy for an employee to fail to report a job injury.

Immediate medical attention should be sought for any injuries on the job, with an ambulance summoned as necessary and supervisors and administrators promptly notified of events to enable coordination and handling of any corrective or other responsive action.

In the event that an employee is injured on the job, they may be asked to see a doctor designated by the Hospital for treatment, unless that employee has specified another physician in writing. Of course, in emergency circumstances, such preferences may well be impossible.

Return to Work

Employees who are ready to return to work following a workers' compensation-related leave of absence must supply a certification from a health care provider confirming the employee's ability to return to work.

Worker's Compensation Fraud

The Hospital will notify the workers' compensation insurance company if there is reason to believe an employee has supplied false or misleading information in connection with a claim and/or has filed a fraudulent claim. Workers' compensation fraud is a crime and may also be grounds for disciplinary action, up to and including termination of employment.

Occupational Disability Leave

An employee may take a leave of absence for occupational injuries or illnesses. An employee on occupational disability must submit to an examination by a doctor or other qualified health care provider, among other things, in order to confirm the extent of any injury or illness and to certify the ability to return to work. During an authorized occupational disability leave, the employee will receive workers' compensation benefits as permitted by California law.

As soon as an employee becomes aware that an occupational injury leave of absence may be needed, the employee must immediately initiate and maintain the following provision of information to the Hospital Manager or Hospital Owner:

- The basis for the request for the leave of absence.
- The expected dates when the leave will start and end.
- A health care provider's certification of the occupational disability.
- Regular reports to the employee's supervisor and the Hospital Manager or Hospital Owner at a minimum of every 30 days during the leave of absence regarding the status of the injury or illness, projected return date, and the worker's intent to return to work after the leave is over.
- Immediate notice to the supervisor and Hospital Manager or Hospital Owner if and when the expected duration of the absence changes.

The Hospital will maintain an employee on an occupational injury leave of absence until:

- The employee is released by the doctor or other health care provider on certification that the employee can safely carry out the vital functions of that worker's job, with or without reasonable accommodation by the Hospital.
- The Hospital acquires medical information and evaluation that reasonably establish for the Hospital that the employee is and will be permanently incapable of performing the vital functions of the worker's job regardless of any reasonable accommodation, and, if the Hospital is unable to reassign the employee to another open position, then that worker's employment will be terminated.
- The employee voluntarily terminates their employment or directly or indirectly notifies the Hospital that they do not intend to return to their position.

In the event an employee is certified by a health care provider that the employee can safely resume production on the job, with or without reasonable accommodation, the employee will be reinstated to their former position unless:

- The employee establishes, either directly or indirectly, that they do not intend to resume employment at the Hospital.
- The former position of the employee has been eliminated.
- The Hospital had to secure a replacement for the employee's position out of business necessity.
- The employee is no longer qualified for the position.
- The employee could not return to the former position without threatening their own health or safety or the health or safety of one (1) or more employees or customers.

Such leave for occupational injury or illness is unpaid leave. At their option, an employee may, but is not obligated, to utilize accrued vacation time and holiday time during the occupational disability leave of absence. During the leave, vacation, and holiday time, continue to accrue, and the employee is credited with service to the Hospital.

78. Other Temporary Non-Occupational Disability Leaves (not covered under PDL or other laws)

If an employee requires a temporary non-occupational disability leave as a reasonable accommodation in connection with a disability not covered under any other laws, the Hospital will grant such leave to the extent it can do so without undue hardship in compliance with applicable law.

The duration of such leave will be consistent with applicable law, but in no case will it extend past the date on which the employee becomes capable of performing the essential functions of their job, with or without reasonable accommodation. Disability leaves will be unpaid, except to the extent the employee elects to use some or all accrued paid vacation time and/or paid sick leave time.

In all other circumstances, an employee may elect to continue participation in the Hospital's benefit plans only at the employee's own expense (and only to the extent permitted by such plans), and the employee's right to reinstatement shall be at the discretion of the Hospital, subject to any limitations under applicable law.

Paid Organ and Bone Marrow Donor Leave

Any employee undergoing an organ donation procedure or related treatment may take up to 30 business days of paid leave in a one-year period. The one-year period is measured from the date the employee's leave begins and shall consist of 12 consecutive months. The Hospital shall first credit up to two (2) weeks of an employee's accrued but unused sick leave or vacation time available before taking the leave against the 30 days of organ donor leave.

Any employee undergoing a bone marrow donation procedure or related treatment may take up to five (5) business days of paid leave in a one-year period. The one-year period is measured from the date the employee's leave begins and shall consist of 12 consecutive months. The Hospital shall first credit up to five (5) days of an employee's accrued but unused sick leave, PTO, or vacation time available at the time of leave against the five (5) days of bone marrow donor leave. In accordance with California law, the Hospital provides organ/bone marrow donor leave in addition to other paid leave benefits. Organ/bone marrow donor leave is not counted as family and medical leave. Employees must provide the Hospital with written documentation from a doctor stating the employee's involvement in the organ or bone marrow donation as well as the procedure's medical necessity. Employees may take organ/bone marrow donation leave intermittently, if necessary. The Hospital will not count such donor leave against an employee's seniority or length of service, and such donor leave will not affect eligibility for pay increases or other benefits. The Hospital will not retaliate or otherwise discriminate against employees for taking organ/bone marrow donor leave.

Jury Duty

Employees may serve on juries. Employees should notify their supervisors and the Hospital Manager or Hospital Owner in writing as soon as the employee receives notice of such service and should regularly inform their supervisors and the Hospital Manager or Hospital Owner of the continuing status of such jury service and the expected duration and termination of such service.

Jury time served will be without pay for non-exempt workers. Based on guidelines issued by the State of California, exempt workers will be paid their full weekly salary in any week they provide any work to the Hospital while also serving on a jury, less any monies received from the court for such service.

Witness Duty

In the event an employee is compelled by court order, subpoena, or other lawful means to appear in court as a witness, they may have time off to enable such an appearance as long as the employee provides their supervisor and the Hospital Manager or Hospital Owner with a reasonable advance written notice of the obligation.

Witness time served will be without pay for non-exempt workers. Exempt workers will be paid their full weekly salary in any week where they provide any work to the Hospital while also serving as a witness.

Voting

In the event an employee is not able to vote outside of work hours, and upon two (2) days' advance notice to and advance written approval from their supervisor, the employee may take off up to two (2) hours from work without pay to vote in a public election. The employee is required to present a voter's receipt as a prerequisite for this compensation. The time off for voting shall be only at the beginning or end of the regular working shift, whichever allows the most free time for voting and the least time off from the regular working shift, unless otherwise mutually agreed.

Bereavement Leave

In the event of the death of an immediate member of an employee's family or a member of an employee's spouse's family, a regular employee may take up to five (5) days off work with pay to handle matters related to death and grieving. Trial/trainee staff may take off up to five (5) days without pay for this purpose.

"Immediate family" includes the employee's spouse, domestic partner, parents (including step- parents, foster parents, parents-in-law and domestic partner's parents), grandparents, siblings, children, children of a domestic partner, step-children, adopted children, children for whom the employee has parenting responsibilities, and a relative or friend who resides with the employee. An employee may use accrued vacation time for such time off. The absence requires advance written notice to the employee's supervisor and the supervisor's advance written approval.

School Visits

Any employee who is the parent or guardian of one (1) or more children enrolled in kindergarten through 12th grade may take up to forty hours per school year (not exceeding eight (8) hours in any calendar month of the school year), per child, off from work to take part in school activities. Reasonable advance notice to the employee's supervisor is required. An employee must furnish documentation from the school confirming the date and time of the visits if required by the supervisor.

In the event an employee is the parent or guardian of a child in kindergarten through 12th grade who a school has suspended, the employee may take unpaid time off to respond to the school's notice that they attend a part of the day in the child's classroom. Again, this time off is dependent on the employee's giving reasonable advance written notice to their supervisor and gaining advance written approval from that supervisor.

If both a child's parents are employed by the Hospital, only one (1) parent at a time may take time off.

An employee must use accrued vacation time for such school visits or matters. If an employee has no such accrued time to cover the time off, the absence will be without pay if the worker is non-exempt or if the worker is exempt and takes a complete day off. If the exempt worker takes less than a full day off for this purpose, the employee's salary will not be reduced.

Domestic Violence, Sexual Assault, and Stalking Victims Leave

Employees who are victims of domestic violence, sexual assault or stalking may need time off to appear in related legal proceedings or for other purposes. This may include obtaining a temporary restraining order, obtaining a restraining order, or other court-ordered relief to help ensure the health, safety, or welfare of the victim or their child. When feasible, an employee must give advance notice when taking time off for this purpose. The Hospital may require documentation proving the need to take time off for this reason.

An employee must use accrued vacation time or paid sick leave for leave related to domestic violence, sexual assault, or stalking. If an employee has no such accrued time to cover the time off, the absence will be without pay.

Domestic Violence, Sexual Assault, or Stalking Leave for Treatment

Employees who are victims of domestic violence, sexual assault, or stalking are eligible for unpaid leave. While the leave is generally unpaid, employees can use their paid sick time under California's Healthy Workplaces, Healthy Families Act for the purposes described below. An employee may request leave for any of the following purposes:

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

Please provide reasonable advance notice of the need for leave unless advance notice is not feasible. The Hospital will, to the extent allowed by law, maintain the confidentiality of any employee requesting leave under this provision.

Victims of Crime Leave

An employee who is a victim or who is a family member of a victim of certain serious crimes may take time off from work to attend judicial proceedings related to the crime or to attend proceedings involving the rights of the victim.

A family member of a crime victim may be eligible for this leave if the employee is the crime victim's spouse, parent, child, or sibling. Other family members may also be covered depending on the purpose of the leave.

The absence from work must be to attend judicial proceedings or proceedings involving the rights of the victim. Only certain crimes are covered. An employee must provide reasonable advance notice of their need for leave, and documentation related to the proceeding may be required. If advance notice is not possible, they must provide appropriate documentation within a reasonable time after the absence.

An absence from work to attend judicial proceedings or proceedings involving victim rights will be unpaid unless they choose to use earned vacation time or paid sick leave.

For more information regarding this leave (including whether they are covered, when and what type of documentation is required, and which type of paid time off can be used), please contact the Hospital Manager.

Volunteer Civil Service Personnel

No employee shall be disciplined for taking time off to perform emergency duty as a volunteer firefighter, peace officer, or emergency rescue personnel.

Employees who perform emergency duty as volunteer firefighters, reserve peace officers, or emergency rescue personnel may also take up to a total of fourteen (14) days of unpaid leave time per calendar year to engage in required fire, law enforcement, or emergency rescue training. Please alert a supervisor if time off is needed for emergency duty or emergency duty training.

Employees are also eligible for unpaid leave for required training. When taking time off for emergency duty, please alert your supervisor before doing so when possible.

Military Leave

If an employee is called into active military service or enlisted in the uniformed services, they will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, an employee must provide management with advance notice of their service obligations unless they are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable for them to provide such notice. Provided their absence does not exceed applicable statutory limitations, an eligible employee will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws.

Please ask the Hospital Manager for further information about eligibility for Military Leave.

If an employee is required to attend yearly Reserves or National Guard duty, they can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). The employee should give management as much advance notice of the need for military leave as possible so that the Hospital can maintain proper coverage while the employee is away.

Other Personal Leaves of Absence

In its discretion and in exceptional circumstances, the Hospital will grant unpaid leaves of absence to regular employees for personal reasons beyond those covered by other policies in this handbook. An employee must exhaust their accrued vacation before such a personal leave of absence may be started.

If an employee fails to return from such a personal leave of absence on the day after the leave ends, that failure shall be a voluntary resignation of employment.

A personal leave of absence will not be granted for a period in excess of one (1) month. An employee on a personal leave of absence is not entitled to accrue vacation or sick leave, or to receive vacation pay, sick pay, holiday pay, or any other type of paid leave.

There is no guarantee of return rights after an approved personal leave. However, if the Hospital does choose to reinstate an employee after such leave, a good-faith effort will be made to return the employee to an appropriate position for which they are qualified.

Job-Related Injury or Illness

79. Workers' Compensation Insurance

Workers' compensation insurance information is consolidated under Section 77.

80. Leaves for Occupational Disability

Occupational-disability leave requirements are consolidated under Section 77.

81. Workplace Health and Safety

General Security

The health and safety of employees and others on Hospital property are of critical concern to the Hospital. We strive to attain the highest possible level of safety in all activities and operations. The Hospital also intends to comply with all health and safety laws applicable to our business.

To this end, the Hospital must rely upon our employees to ensure that work areas are kept safe and free of hazardous conditions. Employees should be conscientious about workplace safety, including proper operating methods and known dangerous conditions or hazards. Employees should report any unsafe conditions or potential hazards to a supervisor immediately, even if they believe they have corrected the problem. If an employee suspects a concealed danger is present on Hospital premises or in a product, facility, piece of equipment, process, or business practice for which the Hospital is responsible, the employee must immediately bring it to the attention of their supervisor or the Hospital Manager or Hospital Owner. Supervisors should immediately arrange for the correction of any unsafe condition or concealed danger and should contact the Hospital Manager or Hospital Owner regarding the problem.

Periodically, the Hospital may issue rules and guidelines governing workplace safety and health. The Hospital may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected. For copies of current rules and guidelines, employees should contact their supervisor or the Hospital Manager. Failure to strictly comply with rules and guidelines regarding health and safety, or negligent work performance that endangers health and safety, will not be tolerated.

Additionally, the Hospital has developed a written Injury and Illness Prevention Program as required by law. Employees may receive a copy of this program by contacting the Safety Officer, and a copy will be left in the office for inspection. It is the employees' responsibility to read, understand, and observe the Injury and Illness Prevention Program provisions applicable to their job.

Any workplace injury, accident, or illness must be reported to an employee's supervisor, the Hospital Manager, and/or the Hospital Owner as soon as possible, regardless of the severity of the injury or accident. If medical attention is required immediately, supervisors will assist employees in medical care, after which the details of the injury or accident must be reported.

Dosimeter Badges

All employees over the age of 18 years who have duties that may put them in contact with radiograph processing will receive a dosimeter badge. Always wear the dosimeter badge when assisting with taking X-rays; the badge measures your personal exposure to scatter radiation. If an employee does not have a dosimeter badge, they cannot assist or go near Radiology while exposure is possible.

Name badges and dosimeter badges are not to leave the premises of the Hospital. These badges are the employees' responsibility, and they may be asked to pay for replacement in the event of a recurring loss.

Safety Equipment

Personal protective equipment must be worn during certain clinic and/or laboratory procedures. The Hospital provides all required safety equipment, including aprons, gloves, and nonprescription safety glasses. Employees are responsible for properly wearing the safety equipment that is provided and for reporting any damaged or unusable safety equipment to their supervisor immediately. Detailed information and training regarding the use of safety equipment are covered with employees during their OSHA training.

82. Injury and Illness Prevention Program (IIPP)

The Hospital has established an injury and illness prevention program (IIPP) to educate and reinforce safety standards in the workplace. This program will be reviewed with employees periodically during their employment; however, some of the key features are summarized below:

- **Responsibility for Administration:** The safety coordinator (OSHA Safety Officer) has primary responsibility for implementing and administering this program within the Hospital. The safety coordinator's name will be posted on the employee bulletin board.
- **Compliance:** All employees are required to comply with the veterinary Hospital's safety and health policies and procedures.
- **Communication:** Employees will be informed of matters relating to occupational health and safety from time to time. Communication may take the form of the posted information, safety updates, employee meetings, or training sessions. Employees are encouraged to direct any questions or concerns and report any unsafe work conditions to the safety coordinator. Employees are guaranteed freedom from retaliation or reprisal for expressing concerns about workplace safety or reporting unsafe conditions.
- **Inspections:** The safety coordinator will conduct periodic inspections of the facility to identify potential hazards and unsafe conditions or practices.
- **Accident/Injury Investigation:** All occupational accidents, injuries, and illnesses will be investigated in a timely manner. The main goal of accident investigation is the prevention of further incidents. Additionally, the investigation will be used to provide information for the accident report to the workers' compensation insurance carrier.
- **Correction of Unsafe Conditions:** The Hospital will take prompt, appropriate action as determined by the individual circumstances to correct any unsafe condition or practice.
- **Training and Instruction:** The Hospital will provide training and instruction to employees regularly.
- **Recordkeeping:** The Hospital will retain records of inspections and training for the period of time required by law.

83. Heat Illness

The Hospital is concerned with employee health and safety. Employees who work outside may be exposed to extreme temperatures or adverse working conditions, particularly in the summer months. All supervisors are trained in the recognition and prevention of heat illness. Employees who work outside are encouraged to drink water frequently. Employees who work outside are also allowed and encouraged to take a cool-down rest in the shade for at least five (5) minutes (in addition to the time needed to access the shade) when needed to protect themselves from overheating. These preventative cooldown rests are paid time.

Please refer to the Hospital's Injury and Illness Prevention Program or talk to a supervisor for details on how to ensure employees are protected from heat illness dangers.

84. Inclement Weather / Natural Disasters

In the event of severe weather or a natural disaster that prevents employees from safely traveling to and from work, the following leave policies will apply:

- In the event of inclement weather or natural disasters. Conditions that excuse absence from work include snow, heavy rain, fire, earthquakes, road closures, etc. If weather conditions prevent safe travel to work, employees must notify their supervisor or Hospital Manager by phone, if telephone service is functional, or by any other available means.
- In the event of a natural disaster, the office will be closed if the building is damaged or the highways leading to the office are damaged. For instructions on reporting to another location, contact the office immediately, if possible.

Emergency Closings and Evacuation Procedures

At times, emergencies such as severe weather, fires, pandemics, power failures, or earthquakes can disrupt Hospital operations. In extreme cases, these circumstances may require the closing of a work facility. In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees may request available paid leave time, such as unused vacation benefits.

Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

In the event of a fire or hazardous material emergency, the emergency fire alarm system should be activated by pulling one of the fire alarms. The source of a potential fire or hazardous material emergency should not be investigated. Any employee who suspects an emergency should report it immediately. In any emergency, reporting is the first essential step to protecting oneself and others.

When the emergency fire alarm system is activated, all employees and visitors are expected to evacuate the building by exiting in an orderly manner through the nearest exit. When exiting, employees should not use elevators and should descend stairwells in an orderly manner. After exiting, employees should report to the area away from the building exits.

designated as the meeting location. Once employees arrive at the designated area, they should immediately report to [insert name/contact details for appropriate Hospital representative or department] and remain at that location until accounted for and authorized to leave.

No re-entry to the building will be permitted until an official all-clear notification is given.

Employees should review this policy and the evacuation procedures and notify their supervisor if they believe they might require accommodation or assistance in order to comply with these procedures in the event of an emergency.

In case of a fire emergency, employees on duty are to call 911 and inform the dispatcher of the situation, including the Hospital name, address, and location of the fire, and that there are oxygen tanks on the premises.

Fire evacuation plans are posted throughout the hospital. If the fire is not life-threatening, one individual should try to extinguish or contain the fire with the appropriate fire extinguishers while other employees move patients to a safe area in the hospital. If there appears to be no safe area inside the hospital, patients should be moved outside to employees' cars, tied to fences, etc.

Under no circumstances are employees to attempt to rescue animals when an evacuation is required and danger to personal safety is imminent. Only trained emergency responders shall make such rescue attempts. Employees may assist trained emergency responders by taking charge of the animals once they have been moved to a safe location. The safety coordinator should report to emergency responders with the status of all employees present. Once all employees are accounted for, emergency responders may be asked to attempt the rescue of patient animals.

No re-entry to the building will be permitted until an official all-clear notification is given. Employees should review this policy and the evacuation procedures and notify the Hospital Manager if they believe they might require accommodation or assistance to comply with these procedures in the event of an emergency.

The Hospital Owner should be contacted as soon as possible.

85. Prevention of Violence

Workplace violence prevention and emergency-response requirements are consolidated under Section 7.

86. Emergency Closings

Emergency-closing and evacuation procedures are consolidated under Section 84.

87. Smoking-Free Workplace

Smoking is strictly prohibited. Smoking is the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe, electronic or of any kind". Smoking includes vapes and e-cigarettes. Smoking includes tobacco and marijuana, including medical marijuana.

The smoke-free workplace policy applies to:

- All areas of the client's premises.
- All Hospital-sponsored off-site conferences and meetings.
- All vehicles are owned or leased by the Hospital.
- All contractors, consultants, and/or their employees working on behalf of the Hospital.
- All employees, temporary employees, volunteers, observers, and student interns.

Employees who violate the smoking policy will be subject to disciplinary action up to and including immediate termination.

88. First Aid

The Hospital maintains first aid supplies. Please see the Hospital Manager if additional items are required, including replacement supplies.

89. Injuries on the Job

Immediate medical attention, reporting, treatment-provider, workers' compensation, and return-to-work requirements are consolidated under Section 77.

90. Life-Threatening Diseases

The workplace must be safe and healthy for all concerned. At the same time, those who are afflicted with a non-contagious life-threatening illness may often be subjected to the public stigma and uneducated and unwarranted fears of air- or water-borne infection and worse. "Life-threatening illnesses" today would include AIDS, HIV-related maladies, cancer, heart disease, Lou Gehrig's disease, and other severe afflictions. The following rules apply if an employee has or comes down with a life-threatening illness:

- The Hospital will provide reasonable accommodations for workers afflicted with life-threatening illnesses.
- In the event a worker is afflicted with a life-threatening illness, the employee will be permitted to continue employment provided:
 - o The employee can perform the vital aspects of their position with or without reasonable accommodation.
 - o The illness does not, in fact, pose a danger of infection or other health or safety hazard to other persons on the premises.
 - o The employee's decision to carry on with the employment does not present a direct danger to that employee.

In a great many situations, an employee may not decline to perform their job functions because the employee carries (unfounded) fears about being infected by a life-threatening illness from another employee. Employees are barred from harassing or discriminating against a fellow employee with such an illness. Workers who decline to work with such a fellow employee or who harass or discriminate against such persons can be subject to discipline up to and including termination.

91. COVID-19 Exposure in the Workplace

The Hospital will provide written notice to all employees of potential exposure, COVID-19-related benefits, workers' compensation, Families First Coronavirus Response Act (FFCRA), Paid Sick Leave (PSL), anti-discrimination and retaliation policies, disinfection, and safety plans. The Hospital will notify public health agencies as required by state and federal rules and regulations.

An employee's illness related to coronavirus may be an occupational injury and may be eligible for workers' compensation benefits.

92. Drug-Free and Alcohol-Free Workplace

Possession and consumption of marijuana, alcohol, and illegal drugs are strictly prohibited. Employees may not report to work under the influence of illegal drugs, abused or non-prescribed prescription medication, marijuana, or alcohol, or become under the influence of such substances while on duty. If an employee is suspected or found to be under the influence of such substances, they will be subject to immediate discipline, including immediate termination. If an injury or accident occurs that is believed to have been caused by an employee's impairment due to such substances, the Hospital reserves the right to have the employee tested.

The Hospital strictly prohibits the sale, attempted sale, conveyance, distribution, manufacture, purchase, attempted purchase, cultivation, and/or transfer of alcohol, illegal drugs, or other unlawful intoxicants at any time, and in any amount or any manner, regardless of the occasion. "Illegal drugs" means all drugs whose use or possession is regulated or prohibited by federal, state or local law. These include prescription medication that is used in a manner inconsistent with the prescription or for which the individual does not have a valid prescription.

Marijuana remains illegal as a matter of federal law, and therefore its use or possession violates this policy. The Hospital will endeavor to accommodate individuals with disabilities but will not accommodate the use of medical marijuana at work or excuse policy violations related to medical marijuana.

Employees are also prohibited from having any such illegal or unauthorized controlled substances in their systems while at work. Included within this prohibition are lawful controlled substances that have been illegally or improperly obtained or which have been taken in a manner that impairs the employee so that continuing to work would be a safety hazard for the employee, their co-workers, clients, or patients.

Prescription and Over-the-Counter Drugs

This policy does not prohibit the possession and proper use of lawfully prescribed (including marijuana) or over-the-counter medication. However, an employee taking medication should consult with their health care provider and review dosing directions for information about the medication's effect on the employee's ability to work safely, and promptly disclose any work restrictions to a supervisor or the Hospital Manager. Employees are not required to reveal the name of the medication or the underlying medical condition. The Hospital reserves the right to transfer, reassign, place on a leave of absence, or take other appropriate action regarding any employee during the time the employee uses medication that may affect their ability to perform safely. The Hospital will comply with requirements for providing reasonable accommodations when feasible, to the extent required by applicable law.

Reasonable suspicion

Employees are subject to testing based on reasonable suspicion that an employee is impaired by

drugs or alcohol at work. Under no circumstances will the employee be allowed to drive to the testing facility. A supervisor or manager must escort the employee and make arrangements for the employee to be transported home.

After an accident

Employees are subject to testing when they cause or contribute to an accident that seriously damages the Hospital equipment or property and/or results in injury to themselves, a patient, a client, or another employee. In any of these instances, investigation and subsequent testing must take place within two (2) hours of the incident. Under no circumstances will the employee be

allowed to drive to the testing facility.

Follow-up

Employees who test positive or otherwise violate this policy are subject to discipline up to and including immediate termination.

Consequences

Employees who refuse to cooperate in required tests or who use, possess, buy, sell, manufacture, or dispense alcohol or any illegal drug or controlled substance in violation of this policy will be

dismissed. Under no circumstances will any employee who we believe is impaired but refuses to be tested be allowed to drive.

Employees will be paid for time spent in alcohol/drug testing and then suspended pending the results of the test. After the results are received, a meeting will be scheduled to discuss them; this meeting will include the supervisor and the Hospital Owner. Should the results prove to be negative, the employee will receive back pay for the suspension time/days.

Inspections

The Hospital reserves the right to inspect all portions of its premises for drugs, alcohol, or other contraband. All employees and visitors may be asked to cooperate in inspections of their persons, work areas, and property for concealed drugs, alcohol, or other contraband.

Employees should not have an expectation of privacy in any part of the Hospital premises, including any desk, computer, locker, container, bin, or storage area whatsoever. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline up to and including termination. Employees with questions related to drug or alcohol use in the workplace should raise their concerns with the Hospital Owner without fear of reprisal.

93. Prohibited Use of Cell Phone While Driving

Per California law, the Hospital prohibits employees from using hand-held cell phones while driving during Hospital business and/or Hospital time.

If an employee's job requires that they keep their cell phone turned on while they are driving, they must use a hands-free device. Under no circumstances should employees place phone calls while operating a motor vehicle while driving

on Hospital business and/or Hospital time. The Hospital recommends preprogramming frequently used numbers into their phone rather than looking up numbers before dialing them.

California law and this policy also prohibit writing, sending, or reading text-based messages, including text or Slack messaging, instant messaging, and e-mail, on a wireless device or cell phone while driving.

94. Operation of Vehicles on Hospital Business

Employees who drive a vehicle on Hospital business must possess a current, valid California driver's license and must maintain an acceptable driving record. Employees must maintain in their possession a valid California driver's license and must drive safely and obey all applicable traffic, safety, and parking laws and regulations while driving on Hospital business. Employees must report any change in license status or driving record to the Hospital Manager or Hospital Owner prior to driving a vehicle on Hospital business. If an employee's driver's license status or driving record does not meet Hospital standards or the Hospital's insurance carrier's standards, the employee may be restricted from driving, reassigned, suspended, or terminated at the Hospital's discretion. If an employee is required to rent a vehicle to conduct Hospital business, the rental vehicle may only be used for work-related activities and not for personal use without the prior written consent of senior management. Employees are expected to use Hospital vehicles for house calls and all professional work-related tasks. No personal trips should be made using the Hospital-owned vehicles. Video cameras may be present in the Hospital vehicles, and cameras that monitor driving and location.

95. Right to Revise

This handbook contains the employment policies and practices of Cuddle Paws in effect at publication and supersedes all previously issued handbooks and inconsistent policy statements or memoranda.

The Hospital may revise, modify, delete, or add to policies, procedures, work rules, or benefits only in writing, except that at-will employment may be changed only by a written agreement signed by the Hospital Owner or an authorized representative. This handbook is the entire agreement regarding the duration and termination of employment; no oral statement or other personnel document can alter at-will status. Nothing in this statement is intended to interfere with employees' rights to communicate or work with others concerning terms and conditions of employment.

A Few Closing Words and Acknowledgements

Your employment at the Hospital is based on an agreement, the fulfillment of which rests on good faith, the acceptance and performance of job responsibilities, and fair and reasonable business conduct.

The Hospital and its team members are here to provide a service to our clients and make our clients feel at home. Always keep in mind that the clients who come to the Hospital with their pets are the reason that this Hospital exists - never underestimate the power of one client in relation to this total business.

It is extremely important to maintain a good relationship with both fellow team members and clients. The personalities of people differ, and we must learn to respect the views of others.

Final Note: Open-Door Policy

The policies and procedures set down in this handbook have been stated to help better understand duties and responsibilities, as well as the benefits of employment at this Hospital. We greatly appreciate our team members and their commitment to this Hospital and its patients' welfare.

In an effort to maintain high-quality patient care and an optimal work environment, all employees' input and involvement are necessary and requested.

Our door is always open. Feel free to contact us at any time. Together, we can achieve the goals we all desire.

Camille Virtucio, DVM Hospital Owner

Employee Handbook Receipt and General Acknowledgment

I acknowledge that I received and read the Cuddle Paws Employee Handbook, which contains information about Hospital personnel procedures and my rights, duties, responsibilities, and obligations as an employee. I understand that Hospital policy governs my actions and that I am responsible for reading, understanding, and applying this handbook and all other applicable Hospital policies, procedures, and rules.

I understand that the handbook and other Hospital policies are not an employment contract. The Hospital may revise, adapt, cancel, add to, delete, or otherwise change its written policies, procedures, rules, or benefits. Revisions must be in writing, and no oral statement or representation may change the handbook. The at-will employment policy may be changed only by an express written agreement signed by the Hospital Owner or an authorized representative.

I understand that my employment is at-will and may be terminated by me or the Hospital at any time, with or without cause or notice, regardless of the length of employment or the granting of benefits. No contract of employment other than at-will has been expressed or implied.

I understand that the Hospital has provided alternative channels, including anonymous and confidential channels, for reporting possible handbook or policy violations. I agree to abide by the rules, policies, and standards in the handbook. Nothing in the handbook interferes with my right to report concerns, make lawful disclosures, communicate with governmental authorities, or exercise rights under state or federal law, including Section 7 of the National Labor Relations Act.

I understand and agree that I have consented to testing and to searches of my person under the specific, limited circumstances described in Hospital policy.

I understand that I must be able to read and understand English or request a translation into a language with which I am more familiar. If I need a translation, I will promptly notify the Hospital Manager or Hospital Owner so arrangements can be made. If I do not make that need known, the Hospital may conclude that I understand the handbook.

I have read and understood the statements above.

Employee's Printed Name: _____

Employee's Signature: _____

Date: _____

Harassment and Non-Harassment Policy Receipt

I acknowledge that Cuddle Paws prohibits intentional or unintentional harassment by managers, supervisors, employees, customers, or vendors based on sex, gender, gender identity, gender expression, sexual orientation, race, color, national origin, ancestry, medical condition, disability, religion, marital status, military or veteran status, age, or any other protected classification. The purpose is not to regulate personal morality, but to ensure that no one is harassed or has their work performance interfered with.

Prohibited sexual harassment may include unwelcome sexual advances, requests for sexual favors, obscene gestures, sexually graphic materials, sexually explicit email or text messages, uninvited sexual touching, sexual comments or jokes, vulgar or offensive conversations, comments about physical appearance, conversations about anyone's sex life, or severe or pervasive teasing or conduct directed at a person because of gender, gender identity, gender expression, or sexual orientation.

An employee who believes this policy has been violated should report the matter immediately to a supervisor or the Hospital Manager. If the employee cannot contact that person, or does not receive a satisfactory response within five (5) business days, the employee should contact the Hospital Manager. Reports may also be made directly to the California Civil Rights Department or the EEOC.

Every report will be fully investigated and corrective action will be taken where appropriate. A violation may result in discipline up to and including discharge. Complaints will be kept confidential to the extent possible, although confidentiality cannot be guaranteed. Retaliation against a person who reports conduct or cooperates in an investigation is prohibited. Complaints made in bad faith may result in discipline up to and including discharge.

I have read and understand Cuddle Paws' Sexual Harassment and Non-Harassment Policies.

Employee's Printed Name: _____

Employee's Signature: _____

Date: _____

Audio and Video Recording - Notice and Consent Form

Cuddle Paws may use employees' images and/or voices on its website and other advertising. Employee understands, agrees, and consents that employee's images and/or voices may be used by Cuddle Paws on its website and in any other advertising.

For security purposes and monitoring work performance, Cuddle Paws may conduct surveillance of its employees by use of audio recording equipment and/or video recording equipment in work areas. The breakroom area where the employee cubbies are located is under audio and video recording. Whether to use a cubby or not is up to the employee and is their choice. Be aware that if they do choose to use a cubby, their actions in that area will be videotaped. (Under no circumstances, however, will video cameras be placed in any restroom area.)

Cameras may also be located in Hospital vehicles to monitor driving and location.

Employee understands, agrees, and consents that Cuddle Paws may conduct video and/or audio surveillance of Employee in Employee's work areas.

Employee's Printed Name: _____

Employee's Signature: _____

Date: _____

Each signed original acknowledgment or consent form should be returned to management for filing in the employee's personnel file.