

trusted

Employee Handbook

Welcome to the team!

At Trusted On-Demand, we are proud and grateful to work with healthcare professionals who bring to life our mission to help people everywhere get care. Trusted On-Demand is committed to innovation, inquiry, and modernizing the way patient care is delivered to elevate the safety, quality, and efficiency of our healthcare system.

We take pride in our commitment to professionalism, clinical expertise, and excellence. To ensure mutual success in this commitment, we have prepared this Employee Handbook to provide you with an understanding of our mission, vision, policies, as well as your responsibilities as an employee of Trusted. It was prepared to ensure you are aware of what you can expect from us – and what we will expect from you.

You are required to review this Employee Handbook as it will serve as your point of reference for any standards, policies, and practices that Trusted On-Demand expects you to follow during your employment. You will be asked to sign an acknowledgement form that you have read the Employee Handbook which will be kept on file for our records. Any questions regarding this Employee Handbook's content or Trusted On-Demand's policies should be addressed through the Trusted On-Demand Care Team.

We are super excited to have you as part of the team and as a member of the Trusted family. Your dedicated Care Team will support any questions, issues, or concerns you have during an assignment. But we also love to hear about your personal successes, projects, and inspirations – or even just a hello to catch up.

Best,
Trusted On-Demand

trusted

Administrative Basics

Contacting Trusted On-Demand

Trusted On-Demand Contact Information

You can reach the Trusted On-Demand Care Team via the contact information below.

- Location: San Francisco, CA
- Hours: Monday through Friday, 9:00am to 6:00pm (and 24 hours for emergencies)
- Telephone: 415-466-1466
- Email: hello@trustedhealth.com

Emergency Contact

As stated above, you may call us outside of the listed hours at the phone number listed above in case of emergencies.

In the event of an emergency, natural disaster, or other uncontrollable event, Trusted On-Demand will do everything possible to support you in meeting your needs during a crisis situation. A copy of Trusted On-Demand's Emergency Management Plan is available upon request. The medical facility supervisor can provide you a copy of the Medical Facility's Emergency Management Plan.

Employee Handbook Disclaimer

This Employee Handbook contains information about Trusted On-Demand's employment policies and procedures, and an overview of Trusted On-Demand's benefits. For specific information about employee benefits, you should refer to the plan documents, which are controlling. The policies and procedures in this Employee Handbook are guidelines only, and Trusted On-Demand complies with the federal, state, and local laws that are applicable to your specific situation. Trusted On-Demand reserves the right to interpret and administer the provisions of this Employee Handbook as needed. Except for the policy of at-will employment, Trusted On-Demand has the maximum discretion permitted by law to change, modify, or delete any provision in this Employee Handbook at any time with or without notice. However, oral statements or representations cannot supplement, change, or modify the provisions in this Employee Handbook.

Trusted On-Demand operates in numerous states. Federal, state, and local employment laws change with some frequency. Although Trusted On-Demand monitors the applicable laws and endeavors to keep our employment policies updated, our Employee Handbook may not always reflect the very latest requirements. We, of course, will comply with all applicable laws even if the Employee Handbook includes an outdated provision. If you have specific questions, please contact your Trusted On-Demand Care Team.

You should read and become familiar with the information contained in this Employee Handbook. Failure to comply with Trusted On-Demand's policies or procedures may result in discipline, up to and including termination.

Your employment with Trusted On-Demand is “at will,” meaning that you or Trusted On-Demand may end your employment at any time for any lawful reason.

This Employee Handbook is not a contract. It does not create any agreement, express or implied, guaranteeing you any specific terms or conditions of employment. Nothing contained in this Employee Handbook should be construed as creating a contract guaranteeing employment for any specific duration, nor does the Employee Handbook obligate you to continue your employment for a specific period of time. Either you or Trusted On-Demand may terminate the employment relationship at any time.

This Employee Handbook does not prohibit protected conduct or communications relating to your wages, hours or working conditions, or any other conduct protected by Section 7 of the National Labor Relations Act. Nothing in this Employee Handbook prohibits you from reporting concerns, making lawful disclosures or communicating with any governmental authority about conduct you believe violates any laws or regulations.

This Employee Handbook supersedes all prior versions published or distributed by Trusted On-Demand and all inconsistent oral or written statements.

At-Will Employment

Unless you have an individual, negotiated agreement signed by the CEO of Trusted On-Demand that states otherwise, your employment relationship with Trusted On-Demand is at-will. The policy of at-will employment means that employment with Trusted On-Demand is voluntarily entered into, and you are free to resign at will at any time, with or without notice or cause. The policy also means that Trusted On-Demand may terminate your employment at will at any time, with or without notice or cause. At-will employment also means that Trusted On-Demand may make decisions regarding other terms of your employment, including but not limited to demotion, promotion, transfer, compensation, benefits, duties, work schedule, and location of work at any time, with or without cause or advance notice. No representative of Trusted On-Demand other than the CEO of Trusted On-Demand has the authority to enter into any agreement for employment for a specified duration or to make any agreement for employment other than at-will. Any such agreement must be by individual agreement, in writing and signed by the CEO of Trusted On-Demand.

Equal Employment and Anti-Harassment

Equal Opportunity Employer

Trusted On-Demand is an equal opportunity employer and is committed to equal opportunity for all employees and applicants. Trusted On-Demand recruits, hires, trains, promotes, pays, and administers all personnel actions without regard to race, color, religion, sex, sex stereotyping, gender, gender expression, gender identity, national origin, age, disability, ancestry, medical condition, marital status, military or veteran status, citizenship status, sexual orientation, reproductive health decision-making, genetic information, or any other status protected by applicable law, or any combination of statuses protected by applicable law. We interpret these protected statuses broadly to include both the actual status and also any perceptions and assumptions made regarding these statuses.

This policy applies to all areas of employment, including recruitment, testing, screening, hiring, selection for training, upgrading, transfer, demotion, layoff, discipline, termination, compensation, benefits, and all other privileges, terms, and conditions of employment. This policy and the law prohibit employment discrimination against any employee or applicant on the basis of any legally protected status outlined above.

All employees must follow this policy. Any employee who violates this policy will be subject to disciplinary action, up to and including termination of employment.

Trusted On-Demand is committed to the practice of equal employment opportunity and will not tolerate intimidation or retaliation against employees or applicants because they have engaged in or may engage in filing a complaint of discrimination or retaliation; assisting or participating in an investigation; opposing any act or practice made unlawful by any local, state, or federal law; or exercising any other legally protected right.

If you have questions or feel that you have been discriminated against because of your protected status, have been improperly denied a reasonable accommodation, have experienced retaliation, or have witnessed or been subjected to conduct that is otherwise inconsistent with this policy, then you must follow the reporting procedures outlined in the Policy Against Sexual Harassment and Other Workplace Harassment below.

All reports describing conduct inconsistent with this policy will be investigated promptly and effectively in accordance with the procedure outlined in Trusted On-Demand's Policy Against Sexual Harassment and Other Workplace Harassment below. Employees can raise concerns and report issues without fear of retaliation.

Please see Trusted On-Demand's Policy Against Sexual Harassment and Other Workplace Harassment for information about Trusted On-Demand's policy regarding investigation and resolution of complaints.

Reasonable Accommodations

Trusted On-Demand also makes reasonable accommodations for qualified applicants and employees with disabilities and/or pregnancies unless doing so creates an undue hardship, in accordance with all legal requirements. Any applicant or employee who requires an accommodation to perform the essential functions of the job should contact the Trusted On-Demand Care Team to request that accommodation. Trusted On-Demand will work with that individual to attempt to identify a reasonable accommodation that will not impose an undue hardship on Trusted On-Demand or a Medical Facility.

Cultural Sensitivity

Trusted On-Demand values cultural and other forms of diversity. All employees should be respectful and inclusive of their colleagues.

Policy Against Sexual Harassment and Other Workplace Harassment

Trusted On-Demand is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, comments or any other unwelcome conduct based on an individual's race, color, religion, sex, sex stereotyping, gender, gender identity, gender expression, national origin, age, disability, ancestry, medical condition, marital status, military or veteran status, citizenship status, sexual orientation, reproductive health decision-making, genetic information, or any other status protected by applicable law, or any combination of statuses protected by law, will not be tolerated.

The conduct prohibited by this policy, whether verbal, physical, or visual, includes any discriminatory employment action and any unwelcome conduct that is inflicted on someone because of that individual's protected status. Among the types of unwelcome conduct prohibited by this policy are epithets, slurs, negative stereotyping, intimidating acts, and the circulation or posting of written or graphic materials that show hostility toward individuals because of their protected status. Trusted On-Demand prohibits that conduct in the workplace, even if the conduct is not sufficiently severe or pervasive to constitute unlawful harassment.

This policy applies to all aspects of your employment. Harassment of any other person, including, without limitation, fellow employees, patients, family members, Medical Facility staff, or other visitors, whether at the Medical Facility or outside of the Medical Facility, is grounds for immediate termination. This policy also prohibits offensive conduct that does not rise to a violation of law, as explained below. Trusted On-Demand will make every reasonable effort to ensure that its entire community is familiar with this policy and that all employees are aware that every complaint received will be promptly, thoroughly and impartially investigated, and resolved appropriately. Trusted On-Demand will not tolerate retaliation against anyone who complains of harassment or who participates in an investigation.

Sexual Harassment Policy

This policy forbids harassment based on gender regardless of whether the offensive conduct is sexual in nature. Any unwelcome conduct based on gender is also forbidden by this policy regardless of whether the individual engaged in harassment and the individual being harassed are of the same or are of different genders. Federal law defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when the conduct: (1) explicitly or implicitly affects a term or condition of an employee's employment; (2) is used as the basis for employment decisions affecting the employee; or (3) unreasonably interferes with an employee's work performance or creates an intimidating, hostile or offensive working environment. The following is a non-exhaustive list of sexual harassment examples.

- Unwanted sexual advances—verbal and/or non-verbal.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons, or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes, or sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, e-mails, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

All incidents of alleged discrimination, harassment, retaliation, or other conduct inconsistent with this policy must be reported immediately.

Any manager or supervisor who is aware of conduct inconsistent with this policy or who receives a report of conduct inconsistent with this policy must report it immediately to the Trusted On-Demand Care Team at 415-466-1466 . Reports can be made 24 hours a day.

If you feel you have experienced or witnessed any conduct that is inconsistent with this policy, you are to immediately notify the Trusted On-Demand Care Team at 415-466-1466. These are the individuals authorized by this policy to receive and act upon complaints of discrimination, harassment, and retaliation on behalf of Trusted On-Demand. This policy does not require reporting discrimination, harassment, or retaliation directly to an employee's immediate supervisor or to any individual who is creating the harassment, discrimination, or retaliation.

All reports describing conduct that is inconsistent with this policy will be investigated promptly and effectively. To that end, parties involved in the situation (including the reporting party, anyone identified as the target of the behavior (if different than the reporting party) and anyone who allegedly violated this policy) will be offered an opportunity to be interviewed or to otherwise respond to a report under this policy. To the extent that Medical Facility personnel are involved, Trusted On-Demand will attempt to interview them. Trusted On-Demand will take further appropriate action once the report

has been investigated. That action may be a conclusion that a violation occurred, as explained immediately below. Trusted On-Demand might also conclude, depending on the circumstances, either that no violation of policy occurred or that Trusted On-Demand cannot conclude whether or not a violation occurred in investigating and in imposing any corrective action.

If an investigation reveals a Trusted On-Demand employee has engaged in a violation of this policy or other inappropriate conduct, even if such conduct does not amount to a violation of law, then Trusted On-Demand will take corrective action, including discipline up to and including dismissal, reassignment, changes in reporting relationships, training, or other measures Trusted On-Demand deems appropriate under the circumstances, regardless of the job positions of the parties involved. If the person who engaged in harassment is not employed by Trusted On-Demand, then Trusted On-Demand will take whatever corrective action is reasonable and appropriate under the circumstances.

In investigating and in imposing any corrective action, Trusted On-Demand will attempt to preserve confidentiality to the extent that the needs of the situation permit.

Trusted On-Demand forbids that any employee treat any other employee or former employee or applicant adversely for reporting harassment, discrimination, or retaliation, for assisting another employee or applicant in making a report, for cooperating in an investigation into such alleged conduct, or for filing an administrative claim with the EEOC or a state governmental agency. All employees who experience or witness any conduct they believe to be retaliatory are to immediately follow the reporting procedures stated above.

Clinical Supervision

Trusted On-Demand's Clinical Operations Managers provide clinical supervision for Trusted On-Demand's employees. They will have an understanding of the scope of services provided by the employee supervised and will consult with the appropriate practice acts, the professional licensing and certification boards, and professional associations as clinical resources, as needed. It is the Clinical Operation Manager team's responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies.

The Medical Facility, not Trusted On-Demand, will provide a licensed doctor to direct and supervise Trusted On-Demand's employees on assignment at the Medical Facility. Trusted On-Demand is a healthcare staffing provider and is not engaged in the practice of medicine or the provision of healthcare.

Floating Policy

Determining Eligibility for Floating Assignments

You may only be placed in assignments that match the job description of your Trusted On-Demand Assignment Confirmation Agreement. If you are asked to float to another department at the Medical Facility, the department must be of similar clinical scope, patient population, and you are required to demonstrate competency in the responsibilities required of the department/unit.

Procedures for Expressing Concerns with Competency Fit

The following procedures should be followed if you are assigned to an area in which you do not feel competent:

- You must immediately notify your Care Team.
- You are obligated to inform the Medical Facility of your professional limitations based upon Trusted On-Demand's contract specifications as they relate to the assignment, and any other applicable professional standard. You should ask the Medical Facility if there is another assignment within your areas of competency in which you may be placed.
- The Clinical Operations Managers will work within the bounds of each discipline's Professional Association or State Governing Body and the assignment agreement to resolve the issue.

Compensation

Employee Classifications

Exempt and Non-Exempt Status

Each position and job is designated as either non-exempt or exempt. Employees in non-exempt positions are entitled to overtime pay under federal and state wage and hour laws. All employees covered by this Handbook are non-exempt.

Hours and Days of Work

Trusted On-Demand's usual workweek will commence on Sunday at 7 a.m. and run through the following Sunday at 6:59 a.m. However, you may have a different workweek if the workweek at your Medical Facility differs. If your workweek is not Sunday through Saturday, you will be informed. For scheduling purposes, a shift commences on the day it begins, even if the shift continues overnight and into the following day. For example, if a shift commences on Saturday and continues into Sunday, it is considered a Saturday shift and should align with that workweek.

Payment

Trusted On-Demand will timely pay you for services rendered under the Assignment Confirmation Agreement in accordance with applicable law. Trusted On-Demand will pay for hours worked at the agreed upon pay rate.

Timekeeping

You must report your hours worked accurately and according to Trusted On-Demand's and the Medical Facility's guidelines by Sunday at 12:00pm Pacific Time each week, unless otherwise instructed by Trusted in writing. You must record your time per Medical Facility timekeeping policies via the method provided to you in your Medical Facility orientation and assignment information. You must also submit your time in Trusted On-Demand's mobile application and comply with all Trusted On-Demand time reporting procedures as prompted by the application or otherwise instructed by Trusted On-Demand in writing, including, among other things, submitting a picture of the time record you have submitted to the Medical Facility for the week and/or submitting a picture of a paper timecard. Failure to timely report hours worked may delay payment of compensation. You will not receive any compensation until you start work at the Medical Facility and time records are submitted to and approved by the Medical Facility.

You must record the start and end times of meal periods on the Medical Facility's time keeping system and on the Trusted mobile application. Meal periods do not count as hours worked and are unpaid, unless otherwise required by applicable law. If you perform work during your meal period, you must notify the Medical Facility supervisor and indicate on your time submittal so the appropriate time-entry adjustment can be made.

You must accurately report all time in a timely manner. Falsifying time entries, including working "off the clock," is strictly prohibited. If you falsify your time entries or work off the clock, you will be subject to discipline, up to and including termination. You must

immediately report to the Trusted On-Demand Care Team any Medical Facility supervisor or any other person who encourages/requires you to falsify your time entries or work off the clock.

Contracted Hours

You must be available and willing to work a minimum number of hours per week, specified in the Assignment Confirmation Agreement as “Contracted Hours.”

Reimbursement of Business Expenses

Trusted On-Demand will reimburse employees for business expenses to the extent reasonable and necessary, as required by and in accordance with applicable law.

Holiday Pay

You are paid at the Holiday Rate (as set forth in the applicable Assignment Confirmation Agreement) for hours worked during Holidays (“Holiday Hours”). Holiday Hours are not guaranteed and are determined solely by the Medical Facility. You will be informed of the days and hours you will be eligible for holiday pay in your Assignment Confirmation Agreement.

Overtime Pay

You are paid overtime as required by applicable federal, state, and local laws.

Double Time Pay

You are paid double time as required by applicable federal, state, and local laws.

On-Call Pay

You are paid at the On-Call Rate (as set forth in the applicable Assignment Confirmation Agreement and in accordance with applicable law) for all non-working hours away from the Medical Facility when you are available to return to the Medical Facility to work additional hours (“On-Call”). Hours worked On-Call are not considered hours worked for any other purpose, including but not limited to overtime, unless otherwise required by applicable law.

Call Back Pay

You are paid at the Call Back Rate (as set forth in the applicable Assignment Confirmation Agreement and in accordance with applicable law) for all hours worked in response to a request to return to the Medical Facility (“Call Back”) while On-Call. Call Back hours are compensated at the Call Back Rate and do not include the On-Call Rate, unless otherwise required by applicable law. Employee must have left the facility for at least 30 minutes before being eligible for the 2-hour minimum at the Call Back Rate.

Pre-Employment Modules

Time spent to complete pre-employment modules are paid after the start of an assignment at the non-clinical rate. The total compensable time for pre-employment modules is limited to the amount noted in the assignment job description.

If additional compensable time is needed to complete the pre-employment modules, you are required to seek pre-authorization from Trusted On-Demand and provide a detailed explanation of why you were unable to complete the pre-employment modules in the authorized time.

The only rate that is applicable for pre-employment modules is the non-clinical rate; no other rate will apply (e.g., holiday, overtime, double time, etc.) You are not authorized to work overtime to complete pre-employment modules.

On-Site Orientation

Orientation hours worked after you start an assignment are compensated at the Regular Rate provided in the Trusted On-Demand Assignment Confirmation Agreement.

Payroll

Payroll Practices

You will be typically paid weekly. You will have your pay deposited directly into the bank account that you indicate at the time of on-boarding. Contact the Trusted On-Demand Care Team if you have any questions.

Discretionary Bonuses

You may be eligible to receive a bonus at the complete and sole discretion of Trusted On-Demand. Specifically, Trusted On-Demand reserves complete and sole discretion to determine whether any bonuses will be paid, and if so, to set any eligibility criteria, the amount of any bonuses (if any), and the timing of bonus payments (if any).

Employee Complaint Procedure

If you believe there are any errors in your pay, including that you have been overpaid or underpaid, that improper deductions have been made from your pay, or that your pay does not properly compensate you for all hours worked, including overtime hours, off-the-clock work, and work performed during meal periods, you must immediately report your concerns to the Trusted On-Demand Care Team. Trusted On-Demand will promptly investigate all reported complaints. If appropriate, Trusted On-Demand will take corrective action as soon as practicable.

Overpayments may occur for a variety of reasons including, but not limited to, administrative error, duplicate transactions, or time reporting errors. Regardless of the reason for the overpayment, you are expected to promptly notify the Care Team pursuant to this procedure and work with them to refund any overpayment you may have received.

Trusted On-Demand prohibits and will not tolerate retaliation against you because you filed a good faith complaint under this policy. Specifically, no one will be denied employment or any other benefit of employment or be subjected to any adverse employment action based on your good faith complaint. In addition, no one will be disciplined, intimidated, or otherwise retaliated against because you exercised your rights under this policy or applicable law. If you believe you have been the victim of retaliation in violation of this policy, report your concerns immediately to the Trusted On-Demand Care Team or the Trusted On-Demand legal department at legal@trustedhealth.com.

Local Assignments

Trusted On-Demand sets out to offer you the opportunity to experience different local medical facilities, clinical colleagues, and clinical practices, while building your skillset as an adaptable and highly skilled clinical professional able to serve patients in a variety of ways.

Trusted On-Demand is for clinical professionals who are not leaving the place of their current residence and are living and working in the same tax home.

The opportunity to experience different medical facilities, clinical colleagues, and clinical practices without having to travel to other cities means that there are some important differences between working on a local assignment at a local Medical Facility and working on a travel assignment at a Medical Facility away from your home.

No Travel Reimbursements

Trusted On-Demand will not reimburse you for lodging and meals on a per diem basis, or otherwise reimburse you for such traveling expenses. As a clinical professional working in your home area, you are not eligible for travel reimbursements since you are not traveling away from your home area.

No Guaranteed Hours

Trusted On-Demand generally does not offer you guaranteed hours on an assignment at a Medical Facility. Guaranteed hours are typically offered only for travel assignments to provide traveling clinical professionals a guaranteed amount of weekly pay. Guaranteed hours are not available to Trusted On-Demand clinical professionals.

Workers' Compensation

Note on Workers' Compensation

Employee safety and well-being is a priority for Trusted On-Demand. And while Trusted On-Demand makes every effort to prevent workplace illness and injury, Trusted On-Demand also provides a comprehensive workers' compensation insurance program in accordance with applicable law, which covers work-related injuries and illness and furthers our goal of helping employees safely return to work as soon as possible. It is extremely important that any injury or illness occurring during or arising out of an employee's employment with Trusted On-Demand be reported within 24 hours after the employee becomes aware of the injury or illness, regardless of how minor it may appear. Failure to timely report any accident, illness or injury may affect an employee's eligibility for any workers' compensation benefits to which he or she may be entitled. Employees who file fraudulent claims will be subject to termination.

Employees can report workplace injuries and illnesses without fear of retaliation, which is strictly prohibited by this policy.

Seeking Medical Care for Work-Related Injuries or Exposures

The severity and timing of your injury will determine where a physician will see you. In the case of an emergency situation, you are advised to go to the emergency room. If it is not an emergency situation, Trusted On-Demand can advise you on where to seek medical help.

Meal and Rest Periods

Trusted On-Demand complies with all applicable federal, state and local laws when providing meal periods and rest and lactation breaks for employees. Please consult your applicable state addendum or contact Human Resources for additional information regarding the meal and rest period policy for your location.

Privacy

You must safeguard Protected Health Information (“PHI”) in accordance with applicable law, including but not limited to the Health Insurance Portability and Accountability Act (“HIPAA”), and health data privacy policies of Trusted On-Demand and the Medical Facility. PHI is any individually identifiable health information, in any format, regarding a patient. Data and files containing PHI must be secured and stored in accordance with Trusted On-Demand and the Medical Facility’s health data security policies. You should not disclose any PHI to any third parties without patient consent. You must access only a minimum amount of PHI with the intended purpose to complete job assignments. All PHI must remain in the custody of the Medical Facility. Do not create/download reports with PHI unless you have been granted an exception from the Medical Facility. Do not de-identify, delete, or manipulate PHI data under custody of the Medical Facility. All PHI must be removed from data and files before they are stored on mobile devices or removable media unless you have been granted an exception from the Medical Facility.

If you become aware of any breach or non-permitted use of PHI, promptly report such breach or non-permitted use and all relevant information to Trusted On-Demand at legal@trustedhealth.com and to the Medical Facility in accordance with any instructions provided by the Medical Facility. If the Medical Facility has not provided you with instructions, please report the breach or non-permitted use of PHI to your supervisor at the Medical Facility.

A copy of the Trusted On-Demand Data Privacy Policy is available upon request.

trusted

Benefits

Insurance

Trusted provides the following insurance benefits to eligible employees: Health Insurance, Dental Insurance, and Vision Insurance. The benefits and eligibility criteria are defined within the applicable Plan Documents. Please note the official Plan Documents at all times govern the terms and conditions of these insurance benefits and employees should refer to applicable Plan Documents for further information and other details regarding their benefits.

401(K) Plan

Trusted On-Demand offers all employees the opportunity to contribute to a 401(K) plan through Betterment. Eligible employees may also receive employer matching funds, and the eligibility criteria are defined within the applicable 401(K) Plan Documents. Please note the official Plan Documents at all times govern the terms and conditions of the 401(K) benefit and you should refer to applicable Plan Documents for further information and other details regarding your benefits.

Taking Time Off

Sick Leave

You are eligible for paid sick leave and will accrue one hour of paid sick leave for every 30 hours worked, up to a maximum of 80 hours, starting on the first day of employment. You are eligible to use sick leave starting on the 90th day of your employment. If you start another assignment with Trusted On-Demand within 12 months of your previous assignment's end date, your unused sick leave balance will be carried over to your new assignment. If your new assignment starts more than a year after your previous assignment's end date, your sick leave balance will restart from zero.

You must notify Trusted On-Demand and the Medical Facility of your intent to use paid sick leave as soon as possible.

Under this policy, you are entitled to sick leave for illness, injury, to receive medical care, or for any other reason permitted by applicable law. This includes, but is not limited to, routine medical and dental appointments, for yourself, your child, parent, spouse, registered domestic partner, your spouse's or registered domestic partner's child, or other persons designated by federal, state, and local laws when such person is ill or injured, or receiving medical care. If you have no spouse or registered domestic partner, you may designate one person for whom you will use leave under this policy.

Trusted On-Demand may request that you submit documentation to use paid sick leave as permitted under applicable federal, state, and local law. Trusted On-Demand may decide to implement sick leave policies that are more generous than required by the law. Leave under this policy may run concurrently with leave under federal, state, and local law.

Family and Medical Leave

Trusted On-Demand provides family and medical leave in accordance with the Federal Family and Medical Leave Act of 1993, as amended (the "FMLA"). Trusted On-Demand also complies with applicable state laws governing family and medical leave and will provide employees with the benefits of whichever statute provides the greater benefits in a given situation; however, when leave qualifies under both state and federal statutes, the leave counts against the employee's entitlement under both the state and federal statutes and Trusted On-Demand's policies related to those statutes. The application of this policy, and the procedures and definitions set forth herein, may be modified in accordance with changes in applicable law and regulations.

Eligibility Requirements/Leave Year

You are eligible for up to 12 work weeks of unpaid leave under FMLA during a rolling 12-month period under this policy if you have been employed by Trusted On-Demand for at least 12 months and you have worked at least 1,250 hours during the 12-month period.

prior to the commencement of the leave. If you have been working at a medical facility for a year or more, there must be 50 or more employees within a 75-mile radius of the facility. Trusted On-Demand uses a rolling 12-month period measured backward from the date you use any FMLA leave. If you meet the eligibility requirements, you are eligible for up to 26 weeks of leave to care for an Injured **Servicemember**, as set forth below.

Reasons For Leave

Eligible employees may take job-protected FMLA leave for any of the following reasons:

- **Birth/Placement (Bonding)**: the birth of your child, or the placement of a child with you for adoption or foster care;
- **Family Care**: to care for your parent, child or spouse with a serious health condition;
- **Employee Medical**: because of your own serious health condition, which renders you unable to perform the functions of your position;
- **Qualifying Exigency**: because of any qualifying exigency arising out of the fact that your parent, child or spouse is on covered active duty (or has been notified of an impending call or order to covered active duty) in a foreign country in the Armed Forces. Contact the Human Resources Department for additional information regarding what constitutes a qualifying exigency; or
- **Injured Servicemember (Military Caregiver)**: to care for a covered servicemember or covered veteran with a serious illness or injury (incurred or aggravated in the line of active duty in the Armed Forces) and who is your parent, child, spouse, or for whom you are next of kin. Such leave may be taken for up to 26 weeks in a single 12-month period, which period begins on the first day you take leave for this purpose and ends 12 months after that date. An eligible employee who takes Military Caregiver Leave may not take more than a combined total of 26 weeks of FMLA Leave in a single 12-month period, including any leave taken for other FMLA-covered reasons. Under such circumstances, only a total of 12 weeks of FMLA Leave in a 12-month period may be taken for reasons other than Military Caregiver Leave.

Additional Leave Rules

- Leave for Birth/Placement must be completed within the 12-month period beginning on the date of the birth or placement.
- Spouses employed by Trusted On-Demand may share certain types of FMLA leave. Consult Human Resources for details.
- You may not be granted leave under the policy to gain employment or work elsewhere, including self-employment and you cannot perform work of any nature on a self-employed basis or for others during an FMLA leave that is inconsistent with the reason for your leave. If you intend to work at a second job during your leave, you must notify and seek approval from Trusted On-Demand.

Leave Is Unpaid/Substitution of Accrued Paid Leave

FMLA leave is generally unpaid leave. However, Trusted On-Demand allows the substitutions of any available paid leave, including sick time, for any unpaid period of leave to the fullest extent allowed by applicable law.

In addition, you may be eligible for state disability, workers' compensation, or Paid Family Leave (PFL) insurance benefits through any state during all or part of the 12-week leave period. If you are receiving disability, workers' compensation, or PFL benefits during your Family/Medical Leave, then you may elect to use sick leave time, although you generally may not receive more than an amount equal to 100% of your salary from a combination of paid time and disability, workers' compensation, or PFL benefits. The receipt of disability, PFL, or workers' compensation benefits or the substitution of paid leave for unpaid leave time does not extend the maximum Family/Medical Leave period.

Notice of Leave

If your need for FMLA leave (other than Qualifying Exigency Leave) is foreseeable, you must give Human Resources at least 30 days prior notice or as much notice as is practicable. If the need for leave is not foreseeable 30 days in advance, then you are expected to provide notice to Human Resources as soon as practicable, generally the same day or the next business day you learn of the need for leave. If the need for leave is not foreseeable, you are expected to provide notice as soon as practicable under the facts and circumstances and generally in accordance with Trusted On-Demand's usual and customary notice requirement applicable to such leave. In addition, you should comply with both Trusted On-Demand's and Medical Facility's usual call in procedures, absent unusual circumstances. Failure to provide such notice may be grounds for delay or denial of leave and may result in adverse employment actions.

Trusted On-Demand has forms to request FMLA available in Human Resources. Absent unusual circumstances, you must follow these procedures and use these forms when requesting FMLA leave. **Requests for FMLA leave must be provided to Trusted On-Demand's Care Team.**

Medical Certification/Second Third Opinions for Employee Medical and Family Medical Leave

If you are requesting Family Medical or Employee Medical leave, you must provide a medical certification from a health care provider. You may obtain the appropriate certification forms from Human Resources. Certifications must be provided within fifteen (15) calendar days after you are requested to provide such certification. Failure to provide requested certification in a timely manner may result in delay or denial of leave or other adverse consequences. Trusted On-Demand also may require medical recertification periodically during the leave and may ask for clarification and authentication of any medical certification submitted. All forms must be filled out completely and legibly.

In all cases of leave for employee medical reasons, at its own expense, Trusted On-Demand reserves all rights to require a second medical opinion.

Certification for Qualifying Exigency and Injured Servicemember Leaves

If you are requesting leave for a Qualifying Exigency or Military Caregiver Leave, certification forms are also required. These certification forms must be provided to Human Resources within 15 calendar days after they are requested. These certification forms are also available from the Human Resources Department.

Reporting Your Status While On Leave

During an approved leave under this policy, you may be required to contact your manager periodically to report on your status and intention to return to work.

Medical and Other Benefits

During an approved FMLA leave, Trusted On-Demand will maintain your group health benefits on the same conditions as if you had continued working your regular schedule for up to 12-weeks in a 12-month period (up to 26 weeks for Military Caregiver Leave), unless benefits continuation is required for additional time under applicable law. If you take more than 12 weeks of approved FMLA leave (or more than 26 weeks for Military Caregiver leave) in a 12-month period, then you may elect to continue coverage at your sole expense for the remainder of the leave.

If paid leave is substituted for unpaid FMLA leave, Trusted On-Demand will deduct your portion of the health plan premium as a regular payroll deduction. If your leave is unpaid, you must make arrangements with Human Resources to pay your portion of the premium. Your group health care coverage will cease if your premium payment is more than thirty (30) days late, but you will be notified at least fifteen (15) days before your coverage lapses. In compliance with applicable law, if you fail to return from leave, Trusted On-Demand may require repayment of any premium that was paid for maintaining the health coverage for you, unless you do not return because of your continuing or recurring serious health condition or that of a covered family member, or because of other circumstances beyond your control.

Benefit accruals and holiday benefits will be suspended during an unpaid FMLA leave and will resume upon return to active employment.

Intermittent or Reduced Work Schedule Leave

Employee Medical, Family Medical and Military Caregiver Leaves may be taken intermittently (in separate blocks of time due to a single covered health condition) or on a reduced work schedule (reducing the usual number of hours you work per workweek or workday) if medically necessary. Qualifying Exigency leave may also be taken intermittently or on a reduced work schedule basis.

Intermittent leave may not be used for the birth, or placement for adoption or foster care of a child, unless approved by Trusted On-Demand or required by applicable law.

An employee should submit written details of a proposed reduced or intermittent schedule to Trusted On-Demand's Human Resources Team and Trusted On-Demand will consult with the Medical Facility regarding approval. You are required to make a

reasonable effort to schedule medical treatment so as not to unduly disrupt Trusted On-Demand or the Medical Facility's operations, subject to the appropriate health care provider's approval. Additionally, while you are on an intermittent or reduced schedule leave for planned medical treatment, Trusted On-Demand may temporarily transfer you to an available alternative assignment that better accommodates your recurring leave and which has equivalent pay and benefits. **If you are certified to take FMLA leave on an intermittent or reduced leave schedule basis, you must advise Trusted On-Demand's Human Resources Team at the time of your absence from work if the absence is for your certified FMLA reason.**

Returning From Leave

If you take an FMLA leave, you are generally entitled to return to your position or to an equivalent position with equal benefits, pay and other terms and conditions of employment, subject to any applicable exceptions. However, you have no greater rights to reinstatement or to other benefits and conditions of employment than if you had not taken FMLA leave. Trusted On-Demand does not control job openings and placements, and all jobs and placements are subject to the needs and requirements of the Medical Facilities.

If you take Employee Medical leave, you may be required to provide a fitness for duty certification that you are fit to resume work and are able to perform all essential job functions, in accordance with applicable law. Employees failing to provide a requested fitness for duty certification will not be permitted to resume work until it is provided. If you are able to return to work earlier than expected, then you will be required to notify Trusted On-Demand at least two workdays prior to the date you intend to report to work. In all cases, if you decide not to return to work, you must notify Trusted On-Demand immediately. Generally, failure to return to work at the expiration of your leave of absence may be considered a voluntary resignation effective on the day you were scheduled to return to work unless advance notice was provided to Human Resources.

State and Local Laws

If applicable state or local laws provide for family or medical leave, any leave taken under those laws will run concurrently with FMLA leave under this policy to the fullest extent permitted by applicable law. The FMLA does not supersede any state or local law which provides greater family or medical leave rights, and an employee will receive all benefits and protections to which an employee is entitled under any and all applicable leave laws. Please consult the applicable state law addendum based on your work locations and/or contact Human Resources for more information.

Additional Information

Additional information on your rights under the FMLA is contained in the linked Department of Labor (WH 1420) publication: [Employee Rights Under the Family and Medical Leave Act](#).

Military Leave

Trusted On-Demand is committed to protecting the job rights of employees in the uniformed services. Trusted On-Demand grants military duty leave in accordance with the requirements of the Uniformed Services Employment and Reemployment Rights Act of 1994 ("USERRA") and any applicable state and local laws. USERRA and other similar state and local laws prohibit discrimination against employees, and provides reemployment protection and other benefits for veterans and employees who perform military service. Trusted prohibits retaliation against any employee who requests a leave of absence under this policy or other applicable law.

Trusted On-Demand also provides time off for certain reasons related to an employee's family member's military service in accordance with and as required by applicable law. Please contact Trusted On-Demand's Care Team if you need time off for reasons related to your own or a family member's military service.

Civic Duty Leaves

Trusted On-Demand encourages you to perform your civic responsibilities. Below are our procedures regarding taking time to handle civic duties.

Witness Duty

Trusted On-Demand complies with all applicable laws regarding time off for the need to appear in court as a witness. If you receive a subpoena to appear in court, please notify the Medical Facility supervisor and Trusted On-Demand immediately. You are expected to return to work as soon as your service as a witness is completed.

Jury Duty

Trusted On-Demand encourages employees to fulfill their civic responsibilities by serving on jury duty and will comply with all applicable laws with regard to providing time off for jury duty, based on the assignment location.

If you receive a jury summons, you must inform the Trusted On-Demand Care Team and the Medical Facility supervisor as soon as possible. Trusted On-Demand may require you to provide proof of jury duty service to the extent allowed by applicable law.

If you are released from jury service before the end of your regularly scheduled shift or if you are not asked to serve on a jury panel, you are expected to call the Medical Facility supervisor as soon as possible and report to work if so requested.

Voting

If you would like to vote in a public election, but do not have sufficient time to vote during non-work hours you may arrange to take time off in accordance with applicable law.

To receive time off for voting, you must obtain advance approval from your Care team and the Medical Facility supervisor and must take the time off to vote either at the beginning or end of your work shift. This approved time off is to be made note of when

reporting weekly time. Trusted On-Demand reserves the right to request a copy of your voter's receipt following any time off to vote in accordance with applicable law.

Other Leaves of Absence

Leave Provided Under Applicable State and Local Law

Trusted On-Demand complies with all applicable state and local leave laws and provides all time off, paid and unpaid, where required by applicable law. Accordingly, employees may also be entitled to additional time off such as pregnancy related leaves and accommodations including paid lactation breaks, crime victims leave, leave for victims of domestic violence and other domestic or violent crimes, leave to serve as bone marrow, blood or organ donor, emergency response personnel leaves, school events and activity related leaves, elected office/legislator leave, bereavement leave, etc. Employees should consult their Trusted On-Demand Care Team if they need time off for reasons that are not specifically set forth in this Employee Handbook or the State Addenda.

Insurance carrier leave requirements

Insurance carriers provide language on how long their benefit plans will allow someone to stay on benefits when they are on *unprotected leave*. This information can be found within the plan documents that are located in your ADP Forms Library. You can also reach out to the HR Team for this information anytime by emailing hello@trustedhealth.com

trusted

Onboarding and Next Steps

Orientations and Continued Learning and Education

Objectives in Our Orientation Process

In keeping with our standard of excellence, Trusted On-Demand's initial application process and ongoing quality assurance initiatives are designed with the primary goal to provide the highest quality of healthcare professionals possible. Our objectives include:

- To recruit and employ skilled healthcare professionals who are dedicated to quality care, and whose skills and qualifications are consistent with their assignment requirements.
- To provide a thorough orientation, in conjunction with the Medical Facility, so that they may perform their work in a safe and effective manner.
- To provide consistent opportunities for healthcare professional education via our in-service training and clinical professional development program.
- To monitor the quality of healthcare professional performance through regular on-site evaluations.
- To work closely with facilities while modifying our service concepts to meet their needs.

Each healthcare professional undergoes a stringent screening process to verify skills and commitment to healthcare excellence. Trusted On-Demand's primary goal when recruiting new healthcare professionals is to fill vacancies with persons who have the best available skills, abilities, or experience needed to perform the work. Decisions regarding the recruitment, selection, and placement of healthcare professionals are made on the basis of job-related criteria.

Education

Ongoing continuing education is your responsibility, and you must ensure that you have the necessary current knowledge and practice base. Online education programs are also available for continuing education, and Trusted On-Demand maintains a directory of online education providers.

Orientation

You will receive all necessary orientation before you may begin providing patient care. Trusted On-Demand will provide you with an orientation to Trusted On-Demand's policies and procedures, and you will receive this Employee Handbook. Trusted On-Demand attempts to provide a comprehensive and thorough pre-employment orientation and in-service training that reflects current compliance and promotes safe healthcare delivery. Additional supplemental materials are available upon request, including but not limited to, materials on the core competency requirements.

Additionally, many medical facilities also require some form of orientation. The amount of time required by each Medical Facility varies, e.g., Some medical facilities require computer training classes and/or onsite orientation prior to the first shift worked. Some medical facilities also have certain pre-employment requirements before the first shift is worked. Trusted On-Demand will explain any required orientation to you prior to scheduling your first shift with the Medical Facility. Please read all Medical Facility policies and procedures and seek clarification from the Medical Facility if you have any questions.

Reporting to a Medical Facility's Orientation

You should report for a Medical Facility orientation with your photo ID as well as your license and certifications. The Trusted name badge, or badge issued by the Medical Facility must be worn at all times while on assignment, above the waist with the employee's picture, name and title fully visible.

Once you have completed orientation and are reporting to the Medical Facility to work your shift, be sure to report to the Medical Facility supervisor; locate and comply with the Medical Facility policy and procedures manual; locate fire pulls, crash cart, med. room, linen cart, and appropriate exits; and always dress in accordance with Trusted On-Demand's Dress Code Policy when working at the Medical Facility.

Finally, please note that orientation is only paid when the time has been properly verified by the Medical Facility supervisor.

Patient Rights

Trusted On-Demand is committed to treating all patients in accordance with the Consumer Bill of Rights and Responsibilities that was adopted by the US Advisory Commission on Consumer Protection and Quality in the Health Care Industry in 1998 (the "Patient's Bill of Rights").

There are seven main areas of the Patient's Bill of Rights:

- (1) Information for patients: Patients have the right to accurate information about their health plan, healthcare professionals, and health care facilities, and to have such information explained to them in a manner that they can understand.
- (2) Choice of providers and plans: Patients have the right to choose healthcare providers who can give them high-quality health care when they need it.
- (3) Access to emergency services: If patients have severe pain, an injury, or sudden illness that makes them believe that their health is in danger, they have the right to be screened and stabilized using emergency services, without needing to wait for authorization and without any financial penalty.
- (4) Taking part in treatment decisions: Patients have the right to know their treatment options and take part in decisions about their care and to designate others to speak for them if they cannot make their own decisions.

(5) Respect and non-discrimination: Patients have a right to considerate, respectful care from doctors, nurses, health plan representatives, and other healthcare providers that does not discriminate against them.

(6) Confidentiality (privacy) of health information: Patients have the right to talk privately with healthcare providers and to have their healthcare information protected. They also have the right to read and copy their own medical record and have the right to ask that their doctor change their records if the records are not correct, relevant, or complete.

(7) Complaints and appeals: Patients have the right to a fair, fast, and objective review of any complaint they have against their health plan, doctors, nurses, hospitals or other healthcare personnel. This includes complaints about waiting times, operating hours, the actions of healthcare personnel, and the adequacy of healthcare facilities.

trusted

Ethics and Conduct

Ethics

Code of Business Ethics

At the core of Trusted On-Demand's Code of Business Ethics (below) is our belief in fulfilling our mission to deliver the care everyone deserves by placing the interests of the medical facilities, and ultimately the patient, above our personal and individual interests. Our code is designed to reinforce the medical facilities' existing policies and procedures.

- Trusted On-Demand must preserve our reputation for integrity and professionalism. The manner in which you carry out your responsibilities (i.e., maintaining personal integrity) is as important as the results you achieve.
- All activities are to be conducted in compliance with both the letter and spirit of the law, regulations, and judicial decrees.
- Trusted On-Demand is committed to protecting the privacy, confidentiality, and security of personal (education, employment, and health) information of its employees. Specific information about employees is not to be released to anyone outside of Trusted On-Demand, Medical Facilities and related entities without your consent or a court order, subpoena, or applicable statute. Trusted On-Demand strives to provide authorized third parties with information whenever requested while maintaining our responsibility to control the release of information to protect the privacy and confidentiality of our employees and other corporate information.
- Marketing materials, regardless of medium, shall accurately describe our services, facilities, and resources.
- To maintain high standards of performance, Trusted On-Demand employs only the individuals we believe are most qualified without regard to any legally protected statuses and in compliance with all federal, state, and local laws regarding discrimination.
- Trusted On-Demand is committed to maintaining a workplace environment in which you are free from harassment, including sexual harassment.
- Trusted On-Demand will not tolerate violence or threats of violence in the workplace, including but not limited to abusive language, threats, intimidation, inappropriate gestures and/or physical fighting by any employee.
- Trusted On-Demand recognizes that employees are our most valuable assets, and we are committed to protecting your safety and wellbeing. Timely action will be taken to correct any reported unsafe conditions.
- Trusted On-Demand prohibits the use or possession of illegal drugs and alcohol abuse on Medical Facility property or while engaged in Trusted On-Demand activity.
- Trusted On-Demand is committed to providing education for all employees regarding your responsibilities to uphold our ethics and corporate compliance guidelines.
- Trusted On-Demand is committed to protecting our trade secrets, proprietary information, and other internal information, as well as those of the medical facilities.

If you become aware of any ethical issues or unethical practices, you must immediately report it to the Medical Facility supervisor and the Trusted On-Demand Care Team at 415-466-1466. If the Medical Facility supervisor is unavailable or you believe it would be

inappropriate to contact that person because of their involvement in the situation, then you should immediately contact your Nurse Advocate or Care Team member. You can raise concerns and make reports without fear of reprisal or retaliation.

All reports and inquiries will be handled confidentially to the greatest extent possible under the circumstances. You may choose to remain anonymous, but please note that in some cases, your anonymity can make it more difficult to follow up and ensure resolution to the situation.

Conflict of Interest Policy

Trusted On-Demand is committed to achieving the highest standards of professionalism and ethical conduct in its operations and activities. Trusted On-Demand expects you to conduct yourself according to the highest ethical standards of conduct and to comply with all applicable laws. This policy is intended to increase awareness of potential conflicts of interest and establish a procedure for reporting them.

Conflict of Interest

You should always act in the best interest of Trusted On-Demand and not permit outside interests to interfere with your job duties. Trusted On-Demand prohibits you from using your position with Trusted On-Demand or Trusted On-Demand's relationship with medical facilities for private gain or to obtain benefits for yourself or members of your family.

For purposes of this policy, a potential conflict of interest occurs when your outside interests (for example, financial or personal interests) interfere with Trusted On-Demand's interests or your work-related duties. For example, a conflict of interest can occur when you are in a position to influence a decision that may result in a personal gain for yourself or a family member as a result of Trusted On-Demand's business dealings.

If you have a question about whether a situation is a potential conflict of interest, please contact the Trusted On-Demand Care Team at 415-466-1466.

Favors and Gifts

Decisions should be made in the best interests of Trusted On-Demand and Trusted On-Demand's commitment to the medical facilities and patients we serve. Trusted On-Demand prohibits you from seeking or accepting any gifts, favors, entertainment, payment, or loans for yourself or family members from any Medical Facility or other party doing business with Trusted On-Demand, except when prior approval is obtained from the Trusted On-Demand Care Team. Cash should never be accepted. If you violate this policy, Trusted On-Demand will take prompt corrective action, including discipline up to and including termination, if appropriate.

Reporting Procedure

If you become aware of any potential conflict of interest or ethical concern regarding your employment or another employee at Trusted On-Demand, you must promptly speak to, write, or otherwise contact the Trusted On-Demand Care Team or, if the conduct involves

the Trusted On-Demand Care Team, the Trusted On-Demand legal department at legal@trustedhealth.com as soon as possible. You should be as detailed as possible.

Trusted On-Demand will directly and thoroughly investigate all concerns regarding conflicts of interest. Trusted On-Demand will determine whether a conflict of interest exists and what action should be taken.

No Retaliation

Trusted On-Demand prohibits any form of discipline, reprisal, intimidation or retaliation for reporting a potential conflict of interest or violation of this policy or cooperating in related investigations.

CONDUCT

General Standards

Standards of Conduct Policy

To function effectively, Trusted On-Demand has policies and procedures to protect patients, and to ensure that your co-workers', medical facilities' and Trusted On-Demand's rights are respected. Conduct that may be disruptive, unproductive, unethical, or illegal will not be tolerated.

Violation of this Standards of Conduct Policy may lead to corrective or disciplinary action, up to and including termination, depending on the specific situation. The following is a non-exhaustive list of conduct that may violate this Policy:

- Violation of Trusted On-Demand or Medical Facility rules, policies, or practices as set forth in this handbook or elsewhere.
- Making or knowingly using a falsified document (e.g., time card, delivery receipt, etc.) or the filing of a fraudulent document or claim for benefits.
- Engaging in fraud or dishonesty.
- Removing Medical Facility property from the premises without authorization.
- Negligence or improper conduct leading to damage or loss of Medical Facility property or the property of other employees including stealing or attempting to steal Medical Facility or employee property.
- Excessive absenteeism or tardiness (excluding legally-protected absences or tardiness) or any absence without appropriate notice, subject to legally-required exceptions.
- Engaging in poor or late timekeeping, including, among other things, failing to report your time in the Medical Facility's timekeeping system.
- Fighting or threatening violence or bodily injury to another on the Medical Facility property.
- Possession, distribution, sale, transfer, use, or working under the influence of alcohol or illegal drugs on the Medical Facility's property at any time.
- Being insubordinate.
- Using or abusing Medical Facility time, property, materials, or equipment without authorization.
- Conducting personal business while on duty
- Failure to observe safety rules as posted and common sense safety in the operation of equipment and general performance of duties.
- Not showing up for a scheduled shift or walking out on a shift, subject to legally-required exceptions.
- Failure to report any accidents occurring on Medical Facility premises to management immediately.
- Gambling on the Medical Facility premises.
- Sleeping on the job.
- Using offensive or profane language at the Medical Facility.
- Bringing dangerous or unauthorized weapons onto the Medical Facility's premises.
- Defacing the Medical Facility property.

- Engaging in criminal activity.
- Giving, selling, publishing or assisting in the giving, selling or publishing, or otherwise disclosing any confidential, proprietary or trade secret information of Trusted On-Demand.
- Unsatisfactory performance or conduct.
- Failure to cooperate fully or provide truthful information in a Trusted On-Demand investigation.

Trusted On-Demand may consider your job performance, prior violation of work rules, and other relevant circumstances in determining whether to counsel, warn, suspend, or discharge you. It is up to Trusted On-Demand to decide whether corrective action, up to and including dismissal, is appropriate.

Conduct while Assigned to Medical Facility

As a Trusted On-Demand healthcare professional, you are responsible for exercising appropriate judgment and conducting yourself in a manner that reflects the highest standards of professional and personal ethics and behavior.

As a Trusted On-Demandcare professional, you are required to abide by the following conduct guidelines:

- You must be duly licensed to practice your profession in any state where you are assigned and must maintain current professional standing at all times. You must also submit evidence of such licensing to Trusted On-Demand prior to commencing your assignment. It is your responsibility to maintain a current valid license and certifications and ensure that your license and certifications are promptly renewed. Failure to do so will result in removal from duties and progressive discipline.
- You are required to immediately notify the Trusted On-Demand Care Team if your license or a certification is suspended, revoked or expired. Finally, you must notify us immediately in the case of initiation of any proceeding that could result in suspension or revocation of such licensing or certification, or upon the receipt of any notice or any other matter which may challenge or threaten such licensing or certification.
- At least 10 days prior to the assignment date in your assignment detail, you must submit all requested documentation necessary to comply with the expectations of Trusted On-Demand, the Medical Facility, and the Joint Commission.
- You must observe and comply with the applicable policies, procedures, rules, and regulations established by the Medical Facility.
- You must agree to work all scheduled shifts as directed by the Medical Facility supervisor (including weekends and holidays).
- You must fully adhere to all quality assurance, peer review, risk management programs, or other programs that may be established by the Medical Facility to promote appropriate professional standards of medical care. You must also accept both clinical and operational supervision from the Medical Facility supervisor.
- Patient records and charts shall at all times remain the property of the Medical Facility. You must agree to maintain the confidentiality of all information related to patient records, charges, expenses, quality assurance, risk management or other programs derived from or provided by the Medical Facility and all information related to this Employee Handbook and the Trusted Assignment Confirmation Agreement.

- You must immediately provide written notice to the Trusted On-Demand Care Team as to any legal proceeding instituted or threatened, or any claim or demand, made against you or us with respect to your rendering of services under the Trusted Assignment Confirmation Agreement.
- You must notify the Medical Facility of any unscheduled absence at least 4 hours prior to beginning a shift and notify the Trusted On-Demand Care Team within 24 hours to report the unscheduled absence.
- If you suffer any injury or illness, this must be reported to the Trusted On-Demand Care Team within 24 hours of the incident. If injury occurs while working, notify the Medical Facility supervisor immediately, and if applicable, seek appropriate medical attention and follow the injury procedures at the Medical Facility.
- You may not disclose any Trusted On-Demand trade secrets or any confidential or proprietary information belonging to Trusted On-Demand, our employees, the medical facilities we work with, or patients of those facilities.
- Trusted On-Demand prohibits you from discussing bill rates of medical facilities or the special rates of Trusted On-Demand with other healthcare providers or individuals who are not Trusted On-Demand employees.
- You are not authorized to issue any statement, written or oral, to any news media representative, or grant any public interview pertaining to Trusted On-Demand's operations or financial matters.

Conduct while Working at a Medical Facility

The following set of standards are to inform and guide you during your work at the Medical Facility. The guidelines below include but are not limited to the following:

- Care should be rendered in a manner that enhances the personal dignity and rights of each patient. Any form of patient abuse and/or neglect will not be tolerated, and patient care providers are to support Trusted On-Demand's policies and procedures in this regard.
- Interactions with all Medical Facility patients, visitors, employees, physicians, vendors, etc., must be conducted in a courteous and professional manner at all times ensuring that Trusted On-Demand is always presented in the most favorable light.
- Counseling of the patient regarding personal problems and/or conversing with patients about topics not relevant to the plan of care is discouraged and unacceptable.
- Patients are to be dealt with equally and fairly.
- Appropriate language is to be used at all times at the Medical Facility and in any patient care area, whether private or public. Abusive, profane, threatening, demeaning, language resulting in violations of HIPAA regulations or compromising patient confidentiality can result in immediate termination.
- Touching patients, except in the direct delivery of care or by a greeting, is prohibited.
- Socializing with patients and/or patient's significant others outside of the Medical Facility or after their discharge from the Medical Facility is prohibited. You are not to call, date, nor develop personal or social relationships with patients, former patients, or family/significant others of patients, including giving of personal information or residential phone numbers. You should discuss with the Medical Facility supervisor and the Trusted On-Demand Care Team any matter of concern regarding your contacts with current or former patient's family members or patients' significant others.

- Rules and regulations related to patient confidentiality in all areas, including patient care in public and non-patient care areas, must be upheld. These rules and regulations include but are not limited to the following:
 - o You are not to divulge to anyone any information or records concerning any patient without proper authorization. Unauthorized release of confidential information may constitute ground for termination and/or civil action.
 - o Conversations regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
 - o Patients are not to be named or discussed with anyone in or outside of the Medical Facility who does not have the legal right to receive information about the patient.
- Personal problems, concerns, or personal life information is not to be discussed with any patient, patient group, or family/significant others.
- Criticism of or disagreement with other patient care providers or physicians may not be communicated within earshot of patients/families/significant others. A professional difference of opinion must be discussed in an appropriate private space.
- Behavior in patient and clinical areas shall be oriented toward patient care. Personal reading and conversations, including personal phone calls, are not to be conducted in these areas.
- Situations that may pose conflicts between your personal interests, Trusted On-Demand, or the Medical Facility are to be avoided. Accepting gifts or compensation of any kind as a consequence of your position at Trusted On-Demand is discouraged, and these gifts or compensation may not be solicited.
- Inappropriate interactions with patients, staff, and others within the Medical Facility, are prohibited and will be met with investigation and quick response within the framework of Trusted On-Demand's policies and procedures.
- All applicable rules or professional codes of conduct pertaining to your license and certification, in addition to the rules stated herein, are to be followed.
- All Trusted On-Demand healthcare professionals are expected to maintain English proficiency standards and use English exclusively during all paid working hours, unless use of another language is necessary for patient care.

Nothing in this policy should be construed to limit employees' rights to discuss their wages, hours or working conditions, engage in union activity or otherwise engage in protected concerted activity under Section 7 of the National Labor Relations Act. Further, nothing in this policy prohibits an employee from reporting concerns, making lawful disclosures or communicating with any governmental authority about conduct the employee believes violates any laws or regulation.

Attendance Policy

Trusted On-Demand requires regular and punctual attendance. If you are going to be absent for a full or partial workday or late for work, you must notify the Medical Facility supervisor and the Trusted On-Demand Care Team as far in advance as possible. If you must miss work because of emergencies or other unexpected circumstances, you must notify the

Medical Facility supervisor and the Trusted On-Demand Care Team as soon as possible.. If you are unable to contact Trusted On-Demand to report any absence, you may allow a representative (such as a family member or friend) to do so on your behalf. It is your responsibility to provide your representative with Trusted On-Demand's contact information.

Absences and tardiness will be considered excused if you requested the time off in accordance with Trusted On-Demand's policies and received the required approval for the absence, or as otherwise required by applicable law. Absences will also be considered excused if you requested the time off in accordance with Trusted On-Demand's policy permitting a leave of absence, received the required approval for the leave, and are in compliance with the leave policy (for example, your absences while taking approved leave under Trusted On-Demand's policy will be considered excused).

You will be considered to have taken an unexcused absence if you are absent from work during scheduled work hours without permission, including full- or partial-day absences, late arrivals, and early departures, except if there is a legally protected reason for your absence.

If you fail to report to work for two consecutive business days without notifying Trusted Health of your absence you will be considered as having voluntarily resigned as a result of job abandonment. If you or your representative is unable to make contact due to extreme circumstances (such as a medical emergency or natural disaster that prohibits them from contacting the company within two days), you or your representative must contact Trusted On-Demand as soon as practicable to explain the situation. Trusted On-Demand will consider the explanation and its timing before determining if the voluntary resignation will be upheld.

Occurrences:

Occurrences are tracked using a twelve month backward rolling calendar and are calculated using the following criteria:

- Leaving shift early (except when low-census-canceled by facility)
 - 1 occurrence
- Absence from shift not protected under state law
 - 1 occurrence
- No Call/No Show
 - 4 occurrences

Disciplinary Process:

The recommended disciplinary steps associated with occurrences accumulated in a twelve month backward rolling calendar are as follows:

- **Verbal warning** at equivalent of 4 occurrences over a twelve month backward rolling calendar or 3 occurrences within a 13 week period
- **Written warning** at equivalent of 6 occurrences over a twelve month backward rolling calendar or 4 occurrences within a 13 week period
- **Final written warning** at equivalent of 7 occurrences over a twelve month backward rolling calendar or 5 occurrences within a 13 week period
- **Termination** at equivalent of 8 occurrences or upon 2 no call/no shows over a 12 month backward rolling calendar or 6 occurrences within a 13 week period

Consecutive shifts missed for the same reason up to 3 days will count as the same occurrence. If an employee has exhibited a recurring pattern of behavior previously defined, Trusted On-Demand has discretion to move forward with disciplinary action as deemed appropriate.

Trusted On-Demand may elect to review attendance at any point during employment, including, but not limited to, when the Medical Facility expresses concerns regarding attendance.

Please note that this attendance policy is provided by Trusted On-Demand exclusively for its employees while on assignment. It is important to understand that the Medical Facilities where assignments are conducted may have their own attendance policies. In cases where the policy of an assigned Medical Facility is stricter or otherwise contradictory to the policy outlined by Trusted On-Demand, the Medical Facility's policy shall take precedence and govern the terms of attendance. The provisions detailed in this policy by Trusted On-Demand govern only the aspects of employment directly associated with Trusted On-Demand and do not supersede any facility-specific requirements.

Dress Code Policy

As an employee of Trusted On-Demand, we expect you to present a clean and professional appearance when you represent us, whether you are in or outside of the Medical Facility. You are, therefore, required to dress in appropriate attire and to behave in a professional manner. Dress code policy **must** be followed at all times while at the Medical Facility. The Trusted On-Demand dress code includes but is not limited to the following:

- Clothing must be clean, neat, and allow for quick, efficient movement as necessary in the performance of job duties, including emergencies. Professional healthcare attire is acceptable.
- Unacceptable attire includes but is not limited to:
 - o Bare midriffs.
 - o Low cut, tank, tube, or sleeveless tops.

- o Transparent, provocative, excessively form fitting or revealing clothing.
- o Miniskirts.
- o Sweat (warm-up) shirts or pants.
- o Clothing with printed messages, caricatures or pictorial representations (e.g., university logos, beverage cans, and cartoon characters) and applications that have the potential of falling off (e.g. sequins, glitter).
- o Shorts.
- o Denim jeans (any color).
- o Spandex tights or leggings.
- o Fishnet stockings.
- o Hats

Exceptions may be made with the written approval of the Medical Facility supervisor.

- Jewelry is to be kept at a minimum and in line with the general safety and infection control practices. Long dangling earrings, large or excessive necklaces and/or bracelets, and sharp rings are not acceptable.
- Fingernails must be kept short, clean, and natural, sans artificial applications.
- Hair must be neat and well-groomed.
- Shoes must be clean, in good repair, provide good support and protection and allow for quick and efficient movement for the types of floors and environments you will encounter as necessary in the performance of job duties, including emergencies. When possible wear work shoes that have a “slip resistant sole” designation. Heels should not be more than two-and-a-half inches high. Open-toed and open-back shoes are not permitted. Socks or stockings must be worn at all times.

Social Media Policy

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board, chat room or on the social web, such as Facebook, LinkedIn, X (formerly known as Twitter), Instagram, Pinterest, Tumblr, blogs, and wikis. However, your use of social media can pose risks to Trusted On-Demand's confidential and proprietary information, reputation, and brands, can expose Trusted On-Demand to discrimination and harassment claims, and can jeopardize Trusted On-Demand's compliance with business rules and laws.

Our guidelines for appropriate uses of social media include the following:

- You are solely responsible for what you post online. Any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects Medical Facility staff, patients, patient's families, people who work on behalf of Trusted On-Demand, or Trusted On-Demand's legitimate business interests may result in disciplinary action up to and including termination.
- Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.
- Should you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, or intimidating, that disparage customers, members, associates, or suppliers, or that might constitute harassment or bullying.

- You must strive to be honest and accurate when posting information or news about Trusted On-Demand, and if you make a mistake, correct it quickly. Never post any information or rumors that you know to be false about Trusted On-Demand, fellow co-workers, patients, patient's families, medical facilities, people working on behalf of Trusted On-Demand, or competitors.
- Maintain the confidentiality of Trusted On-Demand's proprietary or confidential information. Proprietary information may include information regarding the development of systems, processes, products, know-how, and technology.
- Do not create a link from your blog, website, or other social networking site to a Trusted On-Demand website without identifying yourself as an employee of Trusted On-Demand.
- Express only your personal opinions. Never represent yourself as a spokesperson for Trusted On-Demand. If Trusted On-Demand is a subject of the content you are creating, be clear and open about the fact that you are an employee of Trusted On-Demand and make it clear that your views do not represent those of Trusted On-Demand, fellow employees, patients, patient's family members, the Medical Facility, or people working on behalf of Trusted On-Demand.
- Refrain from using social media while on work time or on equipment at the Medical Facility.
- You may not speak to the media on Trusted On-Demand's behalf without contacting and securing permission from Trusted On-Demand.

If you violate Trusted On-Demand's policies, you may be subject to discipline, up to and including termination.

Nothing in this policy is intended to interfere with employees' rights to engage in protected activity. Trusted On-Demand prohibits taking negative action against you for reporting a possible deviation from this policy or for cooperating in an investigation. For more information or further guidance on social media policies, please contact the Trusted On-Demand Care Team.

Health and Safety in the Workplace Policy

Health and Safety

Trusted On-Demand is committed to maintaining a safe workplace. To further its goal, Trusted On-Demand may issue safety rules and guidelines. A copy of the Trusted On-Demand current safety guidelines is available upon request.

You are required to comply with all Trusted On-Demand's rules and guidelines as well as any applicable federal, state, and local laws regarding workplace safety. In addition, you must keep your work area organized and free of any potential hazards. Failure to follow Trusted On-Demand's safety rules and guidelines may result in discipline, up to and including termination of employment.

If you witness any unsafe conditions or potential hazards, you must report them to your Medical Facility supervisor and to Trusted On-Demand immediately.

Procedure for Reporting Workplace Injuries and Illnesses

Reporting work-related injuries and illnesses to management is critical to the wellbeing of Trusted On-Demand's employees. It enables Trusted On-Demand to ensure appropriate medical care and treatment are provided to injured or ill employees, to investigate and correct potential hazards in the workplace and to prevent future illness or injuries from occurring.

It is a violation of Trusted On-Demand policy to fail to report any work-related injury or illness. You must immediately report all workplace injuries, accidents, or illnesses to the Medical Facility supervisor, regardless of the severity, and to the Trusted On-Demand Care Team. You must also follow the Medical Facility's procedure for reporting any workplace illness or injury.

Employees who violate this policy may be subject to discipline. Trusted On-Demand prohibits and will not tolerate retaliation against any employee for reporting an actual or suspected workplace injury or illness.

Substance Abuse Policy

Trusted On-Demand is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, this policy establishes Trusted On-Demand's intent to maintain a drug and alcohol-free workplace. Being under the influence of alcohol or illegal drugs (as classified under federal, state, and local laws), including marijuana, while on the job poses serious health and safety risks to employees, Medical Facility staff, patients, and other members of the public, which is not tolerated.

Trusted On-Demand believes that maintaining a workplace that is free from the effects of drug and alcohol abuse is the responsibility of all parties involved in our business, including our employees and their assigned medical facilities.

The being under the influence, use, possession, sale, or transfer of illegal drugs (including the illegal use or abuse of prescription drugs), alcohol, or other impairing substances including on Medical Facility property, in Medical Facility vehicles, or while engaged in Trusted On-Demand related activity is strictly forbidden. A violation of this policy will result in disciplinary action up to and including termination. Depending upon the circumstances, other action, including notification of appropriate law enforcement agencies, may be taken against any violator of this policy. You must comply with this policy and notify Trusted On-Demand within 5 days of conviction for any use of, or distribution of a controlled substance in accordance with applicable law. Failure to do so will result in immediate termination of employment pending the outcome of any legal investigation and conviction.

Trusted On-Demand requires a pre-employment drug screen, annual drug employment screen, and reserves the option to conduct a "for cause" drug screen for the presence of illegal drugs under certain conditions. Consent to the testing program will be a condition of employment of each and every employee. If the Medical Facility supervisor or Trusted On-Demand representative has any suspicion that you may be affected by or under the influence of illegal drugs, you will be asked to undergo a laboratory test to determine the presence of illegal drugs. Additionally, consistent with the law, drug and alcohol screening

tests will be given after accidents or near misses, upon reasonable suspicion of alcohol or drug use, or upon any other circumstances which warrant a test.

Safety or security-sensitive positions are subject to drug and alcohol testing on a random basis.

If you are involved in any work-related accident or incident involving the violation of any safety or security procedures you may be required to submit to drug and alcohol testing. This applies even if the incident did not result in injury to any person or any property damage.

Nothing in this policy is meant to prohibit the appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, to the extent that it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, you should inform the Medical Facility supervisor and the Trusted On-Demand Care Team if you believe the medication will impair your job performance, safety, or the safety of others, or if you believe you need a reasonable accommodation before reporting to work while under the influence of that medication.

A violation of any of the above is subject to disciplinary action, up to and including immediate termination of your employment.

Workplace Violence Policy

Trusted On-Demand is firmly committed to providing a work environment that is free from acts of violence or threats of violence. In keeping with this commitment, we have established a strict policy that prohibits any employee from threatening or committing any act of violence in the Medical Facility workplace, while on duty, while on Company-related business, or while operating any vehicle or equipment owned or leased by the Medical Facility. This policy applies to all employees. As part of this policy, Trusted On-Demand seeks to prevent workplace violence before it begins and reserves the right to deal with behavior that suggests a propensity towards violence, even prior to any violent behavior occurring.

In order to achieve our goal of providing a workplace that is secure and free from violence, we must enlist the support of all employees. Compliance with this policy and Trusted On-Demand's commitment to a "zero tolerance" policy with respect to workplace violence is every employee's responsibility.

Employees are required to immediately report any incident involving a threat of violence or act of violence, regardless of severity, to the Medical Facility supervisor and to the Trusted On-Demand Care Team.

trusted

Evaluations and Education

Performance Improvement and Education

General Overview

The purpose of performance management is to enhance the knowledge, skills, and behaviors of all Trusted On-Demand employees. This is accomplished by providing a means of measuring your effectiveness on the job; identifying areas of development where you are in need of training, growth, improvement and/or additional resources; maintaining a high level of motivation through feedback with Trusted On-Demand; and establishing individual performance goals.

Assessments of Performance

Initial Assessment

Upon hire, Trusted On-Demand will inform you of all the competencies that must be met. For the initial assessment, the required competency self-assessments will serve as your baseline assessment. Review and education for errors on any competency exams, pharmacology exams, and additional examinations will also serve as areas of improvement.

Periodic Assessments

Trusted On-Demand conducts annual assessments of all employees. You, along with Trusted On-Demand, will identify strengths, accomplishments, and areas for improvement and development. Trusted On-Demand will also seek to obtain assessments from your Medical Facility supervisor regarding your professionalism, safety, patient care, compliance, assessment, planning, and documentation. Unfortunately, some facilities will not cooperate with us in this regard, so we may also solicit feedback via other means. All Medical Facility assessments, including initial and random assessments are also incorporated into any performance reviews. You must also update the competency self-assessments at this time.

If an improvement in your performance is required, written recommendations identifying the performance expected may be created and used to clarify and gain your commitment to perform to those expectations. Trusted On-Demand may provide written coaching, resources, and suggestions to assist you in working toward the performance expectations established in this phase.

Performance Review

Annually in April, every employee, who is currently working and has worked at least a year (defined as more than 1,872 hours or equal to more than four 36hr/week, 13-week contracts) as a Trusted employee in the past 2 years or has received progressive discipline from Trusted within the last year, will have an annual performance evaluation carried out by Trusted On-Demand.

Annual skills checklists which apply to specialty areas of work will be completed by every employee of Trusted On-Demand. When training needs are identified, an opportunity to

complete the training will be provided.

Trusted On-Demand will assess aspects of your competence at hire, at performance evaluation, and as needed or required by state licensing agencies, to ensure that you have the skills or can develop the skills to perform and continue to perform your duties..

Ongoing/Continuing Education

As a Trusted On-Demand healthcare professional, you are responsible for pursuing ongoing continuing education to ensure that you have a current knowledge and practice base. You must comply with all applicable continuing education requirements. We maintain information on available resources for certifications including BLS, ACLS, PALS, etc.as required for the specific role.

Disciplinary, Ineligible-for-Rehire, and Termination Policies

Progressive Disciplinary Action

Trusted On-Demand is committed to supporting our employees' professional growth and maintaining high standards of performance and conduct through Trusted's progressive disciplinary action policy and procedures. Trusted On-Demand's progressive disciplinary action policy and procedures are designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and performance issues. Trusted On-Demand retains full discretion to immediately terminate employment as warranted by the conduct.

Our Progressive Disciplinary Action policy is designed to address performance and behavior issues through a constructive and supportive approach:

- **Verbal Warning:** Formal discussion documented in the employee's file, outlining specific areas for improvement and potential consequences if not addressed.
- **Written Warning:** A formal notice detailing the nature of the problem, required improvements, and support provided.
- **Final Written Warning:** Final opportunity to address the issues with clear consequences for lack of improvement, including potential termination.
- **Suspension:** Trusted may at any time suspend working status or pursuit of future eligibility for employment during an incident review.
- **Termination:** Considered only when previous steps have not resulted in the required improvement or for severe misconduct.

Each step will be accompanied by documentation outlining the issue, expected improvements, and support provided. While Trusted On-Demand endeavors to maintain a uniform and progressive approach to discipline, ensuring fairness and consistency, Trusted On-Demand reserves the right to combine or skip any step in the discipline process as appropriate and warranted under the circumstances, including immediate termination. Some of the factors that will be considered include, but are not limited to, whether the offense is repeated despite the warnings; the employee's work record; and the impact the conduct and performance issues have on Trusted On-Demand or the Medical Facility.

The following may be grounds for disciplinary action, up to and including termination:

- Engaging in any behavior set forth in the Standards of Conduct Policy
- Accepting an assignment and not reporting to work and/or not notifying the Medical Facility or Trusted On-Demand of the absence.

- Unauthorized possession, use, or removal of property belonging to Trusted On-Demand or the Medical Facility.
- Failure to comply with all safety rules and regulations, including wearing safety equipment when instructed.
- Reporting to work under the influence of alcohol, illegal drugs, or in possession of either item on the premises of the Medical Facility.
- Lewd behavior, possession of weapons or explosives, or any intentional act of intimidation, threat of violence, including verbal or physical threats, or act of violence committed against any person on the premises of the Medical Facility
- Rude, abrupt or unprofessional conduct or communication including, but not limited to, verbal outbursts, profanity, and/or uncooperative, intimidating, or disruptive behavior that directly interferes or potentially may interfere with the orderly delivery of quality patient care or work processes.
- Violation of any company policy, including the anti-harassment and discrimination policies.
- Poor performance.
- Insubordination of any kind, i.e., refusal to carry out reasonable work requests from the Medical Facility supervisor.
- Leaving an assignment without notice, i.e., patient or assignment abandonment.
- Falsifying records, including but not limited to time records or claims pertaining to injuries occurring on the premises of Trusted On-Demand, the Medical Facility, or any other work sites.
- Disclosing confidential information without authorization.
- Disregard for established policies and procedures including, but not limited to, timekeeping procedures.
- Excessive cancellations or tardiness (see Attendance Policy).
- Unprofessional conduct.
- Discourtesy to staff at the Medical Facility or to fellow Trusted On-Demand employees.

trusted

Giving Feedback

Complaint Resolution

Complaint Resolution Policy

Guidelines on Filing Complaints

Trusted On-Demand accepts complaints from persons who believe that they have experienced conduct that violated Trusted On-Demand's policy or the law (with the exception of employment discrimination or harassment complaints, which should be reported in accordance with the procedure set forth on pages 7-9 above). Examples of conduct that violates Trusted On-Demand's policy or the law includes, but is not limited to, ethical issues and incidents related to the quality and safety of patient care (including errors, safety hazards, injuries, and sentinel events), regardless of whether the incident resulted in an adverse patient outcome. Clinicians are encouraged to self-report any conduct that violates Trusted On-Demand's policy or the law, including, but not limited to, reporting incidents related to the quality and safety of patient care, regardless of whether the incident resulted in an adverse patient outcome. The following guidelines shall be followed in resolving complaints.

- Complaints should be filed within 30 days of the alleged act.
- The complaint may be made via phone call to the Trusted On-Demand Care Team at 415-466-1466 or by email to hello@trustedhealth.com. If the complaint is regarding the Trusted On-Demand Care Team, you may alternatively contact legal@trustedhealth.com. In your complaint, you must describe the occurrence and why you believe the action or incident was in violation of Trusted On-Demand's policy or the law. An intake interview or phone interview will be conducted with the complaining party. After a careful screening process, the complaint may be investigated to determine if there is sufficient evidence to support the allegation. Trusted On-Demand retains discretion to determine whether complaints warrant an investigation and how complaints will be investigated.
- Opportunities will be given to all parties involved to ask questions, provide information, and suggest witnesses in order to resolve the complaint as necessary.
- As part of any investigation, individuals will be interviewed as necessary, and pertinent records and documents will be reviewed as required.
- When filing a complaint, you must cooperate fully by providing accurate information and by supplying documents to support the allegations.
- While Trusted On-Demand will maintain the confidentiality of any investigation to the extent possible and as required by applicable law, information gathered in the course of an investigation may be subject to disclosure unless otherwise protected by an individual's right to privacy (e.g., medical records).
- If the complaint is substantiated, appropriate action will be taken to prevent future violations and to remedy any harm caused.

Our goal is to always provide both you, medical facilities, and patients to which they are assigned with a consistent level of service and support. We encourage you to contact the Trusted On-Demand Care Team to discuss any sources of dissatisfaction, and we have processes in place to resolve complaints in an effective and efficient manner.

For Any Cases Requiring Further Complaint Resolution

If you have a concern about the quality and safety of patient care delivered by Trusted On-Demand's healthcare professionals, and the concern has not been addressed by Trusted On-Demand, you are encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at 630.792.5636. Trusted On-Demand will take no disciplinary or punitive action against you for reporting safety or quality of care concerns to the Joint Commission.

Reporting Issues

Guidelines for Filing Reports

Issues may arise while you are on assignment for Trusted On-Demand. It is important that you maintain professionalism and integrity throughout the conflict resolution process and remember that, above all, patient safety is the priority.

Common issues that may arise are:

- Conflict with Medical Facility staff.
- Conflict with patient and/or patient family members.
- Unfair patient assignments, or "dumping."
- Assignment to a unit for which you are incapable of safely performing your duties.

If any of the above events occur:

- Contact the Medical Facility supervisor for assistance.
- If escalation is required, contact the Trusted On-Demand Care Team for mediation.
- Complete an incident report at the Medical Facility (if required).
- Complete an incident report for Trusted On-Demand (if required).

trusted

Job Descriptions

Job Descriptions

Registered Nurse

The Registered Nurse will assess patient health concerns and needs, create and implement nursing care plans, and document appropriately. The Registered Nurse will also provide care to ill, injured, convalescent, and/or disabled patients, and may advise patients regarding health maintenance and disease prevention or may provide case management. Licensing is required.

Tasks for Registered Nurses

- Collaborate with the healthcare team to assess, plan, implement, and evaluate patient care plans. Make necessary modifications to patient treatment plans according to patients' responses and conditions.
- Maintain accurate, detailed reports and records. Monitor, record, and report patients' medical information, vital signs, symptoms, and changes in status.
- Prepare for and assist with examinations and treatments. Prepare rooms, instruments, equipment, and supplies, and ensure that stock is maintained.
- Provide healthcare, first aid, immunizations, and assistance in locations such as schools, hospitals, and industry.
- Assess the needs of individuals, families, and communities, including assessment of home and work environments to identify potential health or safety problems.
- Obtain necessary specimens for ordered laboratory tests.
- Direct and supervise less skilled nursing/health care personnel or supervise a particular unit.
- Instruct individuals, families, and other groups on topics such as health education, disease prevention, and childbirth.
- Recommend drugs, medical devices, or other forms of treatment according to patients' needs and condition. Refer patients to specialized health resources or community agencies.
- Work with individuals, groups, and families to plan and implement programs designed to improve the overall health of communities.
- Administer oral, inhaled, intravenous, and other medications.
- Contract independently to administer nursing care.
- Coordinate and carry out infection control programs and collaborating with personnel to implement necessary precautions.
- Engage in research activities to apply evidence-based practice related to nursing.
- Communicate with care team regarding patient's condition.
- Perform administrative and managerial functions, such as staff, budget, planning, and strategic goals.

- Examine patients, make tentative diagnoses, and treat patients en route to hospitals or at disaster site triage centers.

Required Knowledge for Registered Nurses

- Knowledge of medicine to diagnose and treat human symptoms, diseases, and deformities. Knowledge of treatment alternatives, drug properties and interactions, and preventive healthcare measures.
- Knowledge of plant and animal organisms, tissues, cells, functions, and interactions with each other and the environment.
- Knowledge of patient service needs assessment, meeting quality standards for services, and evaluation of patient satisfaction.
- Knowledge of the chemical processes and transformations that pharmaceuticals undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.
- Education for the purposes of teaching and instruction for individuals and groups.
- Psychology of human behavior and understanding of individual differences in ability, personality, and interests, learning and motivation, and the assessment and treatment of behavioral and affective disorders.
- Principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions.
- Management, planning, leadership, allocation of resources, and coordination of resources.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Registered Nurses

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Judgment and decision making to choose the most appropriate action for patient care.
- Coordination of interdisciplinary team members; to address schedules and patient needs.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.

- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Registered Nurses

- Education and/or Training Required: Graduate of an accredited school of nursing.
- Licensure and/or Certification: Current unencumbered nursing license in the state the position exists as a Registered Nurse upon hire. Certification completed before start date as determined by position (BLS, ACLS, etc)

Licensed Practical Nurse

The Licensed Practical Nurse functions under the direct supervision of the Registered Nurse. The Licensed Practical Nurse provides nursing care to patients of all ages; from pediatric to geriatric, within the Licensed Practical Nurse scope of practices – as delegated by the Registered Nurse. The Licensed Practical Nurse will provide care to ill, injured, convalescent, and/or disabled patients. Licensing is required.

Tasks for Licensed Practical Nurse

- Collect, track, and maintain patient history, and record any new data.
- Take vitals, including blood pressure, heart rate, and temperature.
- Administer medication; monitor medication doses and patient response.
- Change bandages, dressings, and feeding tubes as needed; insert and change catheters.
- Assist patients with personal hygiene.
- Help patients who need assistance eating and drinking.
- Collect specimens and deliver them to the proper department.
- Set-up intravenous (IV) drip if permitted by state-certification for Licensed Practical Nurses.
- Provide emotional support to patients and patients' families; listen to concerns and feedback.
- Report any unusual or drastic changes in patient behavior or symptoms; seek help when needed.
- Ensure rooms are kept clean and sterile.
- Identify self as nurse responsible for patient care to patients, family, and physicians.
- Provide nursing care for all patients within scope of practice for Licensed Practical Nurses.

Required Knowledge for Licensed Practical Nurse

- Assume responsibility and accountability for designated patients.
- Provide nursing care to all patients of all ages.
- Work within the states Nurse Practice Act scope for Licensed Practical Nurses.
- Gather data relevant to the patient's individual needs and age group.
- Elicit important information concerning the patient's progress.
- Gather data regarding patient needs while providing direct patient care.
- Document nursing observations according to hospital charting standards.
- Administer medications and treatments per hospital policy.

- Reports symptoms, reactions, and progress of the patient to the clinical supervisor and/or charge nurse and confirm appropriate action has been taken for patient care.
- Pursue proper chain of command to attain a satisfactory solution for patient care.
- Initiate changes to improve patient care; discuss changes with the doctor when appropriate.
- Provide IV therapy according to nursing policy and procedure within the Licensed Practical Nurse scope of practice.
- Assist the Registered Nurse in patient and family education.
- Utilize educational opportunities within the medical facility and other avenues to maintain clinical expertise to promote personal growth and development.
- Responsible for knowledge of legal aspects of nursing.

Skills Required for Licensed Practical Nurse

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Judgment and decision making to choose the most appropriate action for patient care.
- Communication with interdisciplinary team members; to address schedules and patient needs.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Licensed Practical Nurses

- Education and/or Training Required: Graduate of a state approved LPN education program.
- Licensure and/or Certification: Current unencumbered LPN license in the state the position exists as a Licensed Practical Nurse upon hire. Certification completed before start date as determined by position (BLS, ACLS, etc)

Cath Lab Technologist

The Cath Lab Technologist will administer tests to assess patients' heart health, in accordance with physician orders and facility policies and procedures and document work appropriately. Certification is required and licensure may be required depending on state.

Tasks for Cath Lab Technologist

- Assist in administration of catheterization and related procedures.
- Administer EKGs
- Assist with treadmill stress testing, including recording medical history of the patient, attaching the EKG monitors and complete a blood pressure assessment.
- Monitor the patient during tests and procedures and promptly advise physician of any changes in the patient's condition.
- Supply results of testing of that reading to a physician for diagnosis,
- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration
- Maintain accurate, detailed reports and records.
- Comply with all facility laboratory policies and OSHA regulations related to safety, cleanliness and infection control.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Cath Lab Technologist

- Knowledge of relevant biology.
- Knowledge of relevant anatomy and physiology.
- Knowledge of relevant medical terminology.
- Knowledge of software used in cath lab procedures.
- Knowledge of equipment used in cath lab procedures..
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Cath Lab Technologist

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Strong fine motor skills.
- Normal color perception.
- Spatial ability.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.

- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action for patient care.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Cath Lab Technologist

- Education and/or Training Required: High school diploma.
- Licensure and/or Certification: Current unencumbered license as required by state and certification (RCES, ACLS, RCIS) completed before start date as determined by position.

Clinical Psychologist

The clinical psychologist is responsible for assessing, diagnosing, and treating individuals with mental, emotional, and behavioral disorders. They develop personalized treatment plans, monitor progress, conduct research, and adhere to ethical standards. Candidates must hold a doctoral degree in Clinical Psychology, complete internship and residency training, and obtain state licensure. Strong communication and counseling skills are essential.

Tasks for Clinical Psychologists

- Conduct psychological assessments to understand patients' mental health.
- Diagnose mental health conditions based on assessment results.
- Develop personalized treatment plans for patients' therapy.
- Conduct therapy sessions to address patients' mental health concerns.
- Monitor patient progress and adjust treatment plans accordingly.
- Provide immediate support during crises or emergencies.
- Document therapy sessions and maintain confidential records.
- Collaborate with other healthcare professionals for holistic care.
- Stay updated with research and participate in continuing education.
- Provide consultation to colleagues on patient care and treatment.
- Supervise and mentor psychology students or interns in clinical settings.

Required Knowledge for Clinical Psychologists

- Understanding how to evaluate cognitive, emotional, and behavioral functioning.
- Knowledge of common mental health conditions, their symptoms and treatment.
- Ability to provide immediate psychological help during crises and emergencies.
- Skill in creating personalized treatment plans to meet therapy goals.
- Proficiency in documenting therapy sessions in accordance with policies.
- Effective communication with patients, families, and healthcare professionals.
- Knowledge of psychological test administration, scoring, and interpretation.
- Familiarity with laws and regulations governing the practice of psychology.

Required Skills for Clinical Psychologists

- Ability to assess patients' mental health using tests and observations.
- Capability to diagnose mental health conditions based on assessments.
- Skill in creating and implementing personalized treatment plans.
- Effective communication with patients, families, and other professionals.
- Ability to provide immediate support during mental health crises.
- Skill in maintaining accurate and confidential records.
- Capacity to work collaboratively with healthcare teams.
- Understanding of research methods and findings in psychology.
- Adherence to ethical guidelines in patient care.
- Ability to mentor and guide psychology students or interns.

Qualifications Required for Clinical Psychologists

- 1+ years of clinical experience
- Doctorate degree in psychology or equivalent

Cytotechnologist

The Cytotechnologist will evaluate patients' cell samples to accurately detect precancerous, malignant, and infectious conditions, in accordance with physician orders and facility policies and procedures and document work appropriately. Certification is required and licensing may be required depending on state.

Tasks for Cytotechnologist

- Assist pathologists and other physicians to collect cell samples.
- Log cell samples.
- Evaluate specimen quality.
- Prepare and analyze cell samples.
- Use a microscope to examine cell samples.
- Interpret cells collected from cytological technique as normal or abnormal.
- Detect changes in cells that indicate cancer, disease, or other abnormalities.
- Provide patient clinical data or microscopic findings to physicians.
- Collaborate with a pathologist to provide a timely diagnosis to allow other physicians to provide appropriate treatment.
- Preparing solutions, stains, and reagents.
- As needed, manage supplies and laboratory quality-control procedures.
- Maintain accurate, detailed reports and records.
- Comply with all facility laboratory policies and OSHA regulations related to safety, cleanliness and infection control.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.
- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration.

Required Knowledge for Cytotechnologist.

- Knowledge of biology.
- Knowledge of chemistry.
- Knowledge of anatomy and physiology.
- Knowledge of medical terminology.
- Knowledge of Clinical Laboratory Improvement Amendments (CLIA) regulations regarding proficiency testing, quality assurance and quality control.
- Knowledge of cell sampling techniques.
- Knowledge of software used in field.
- Knowledge of microscopes and other laboratory equipment.
- Management, planning, leadership, allocation of resources, and coordination of resources.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Cytotechnologist

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Strong fine motor skills.
- Normal color perception.
- Spatial ability.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action for patient care.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Cytotechnologist

- Education and/or Training Required: Bachelor's Degree in cytotechnology, biology, or the life sciences.
- Licensure and/or Certification: License as required by state and certification by the American Society for Clinical Pathology (CT or SCT) completed before start date as determined by position.

Dietitian

The Registered Dietitian is responsible for assessing patients' nutritional needs, developing tailored nutrition plans, and educating patients on maintaining a balanced diet. They work in various settings such as hospitals, clinics, community organizations, and sports teams to promote healthy eating habits and improve overall well-being.

Required Tasks for Dietitians

- Create core meal plans for patients based on individual health status and goals.
- Act as a counselor to support and aid patients throughout their nutritional journey.
- Maintain accurate documentation of patient dietary intake, progress, and plans.
- Analyze the effectiveness of nutrition plans and make necessary adjustments.
- Collaborate with other healthcare professionals to coordinate patient care.

Required Knowledge for Dietitians

- Understanding the principles of nutrition science.
- Knowledge of various methods and tools for assessing patient dietary intake.
- Familiarity with common medical conditions and diets for managing conditions.
- Ability to facilitate sustainable dietary behavior modifications to nutrition plans.
- Awareness and sensitivity to cultural, ethnic and religious dietary practices.

Required Skills for Dietitians

- Ability to evaluate patient habits and nutritional needs to develop individual plans.
- Proficiency in providing clear and effective guidance to patients.
- Strong communication skills to convey complex nutritional information.
- Capacity to establish rapport and build trust with patients.
- Ability to identify patterns and make informed decisions to address dietary issues.
- Prioritization skills to manage tasks, schedules and deadlines
- Capacity to work effectively with other teams to support patient outcomes.
- Confidence and skill in delivering presentations to diverse audiences.

Qualifications Required for Dietitians

- 1+ years of experience
- Current Registered Dietitian Certification (RD)
- Basic Life Support Certification (BLS)

Dietetic Tech

The Dietetic Tech is responsible for assisting dietitians and nutritionists in providing high-quality nutritional care to clients. This includes evaluating clients' dietary history and medical status, planning nutritional care, recommending nutrition plans, providing dietary instructions to clients and their families, and ensuring the provision of meal services with a focus on quality assurance and client satisfaction.

Required Tasks for Dietetic Tech

- Observing and monitoring patient food intake and body weight.
- Reporting changes, progress, and dietary problems to dietitians or nutritionists.
- Assisting in conducting nutritional assessments of individuals.
- Assisting in preparing meals according to dietary guidelines.
- Supervising food production or service in institutional settings.
- Assisting in planning menus based on nutritional needs and guidelines.
- Providing dietary counseling and education to clients or patients.
- Managing administrative task such as calls, emails and scheduling.

Required Knowledge for Dietetic Tech

- Knowledge of nutrition principles and guidelines to manage medical conditions.
- Ability to conduct dietary assessments.
- Planning and developing menus or meal plans that meet nutritional requirements.
- Proficiency in maintaining accurate records and documentation of dietary plans.
- Awareness of cultural diversity in dietary practices to support patients.

Required Skills for Dietetic Tech

- Skill in delivering effective dietary instructions to clients, families, and caretakers.
- Proficiency in explaining meal options and collaborating with healthcare staff.
- Ability to observe and monitor patient food intake, body weight, and progress.
- Capability to conduct nutritional assessments to develop nutrition plans.
- Strong communication skills to educate clients and collaborate with staff.
- Skill in managing appointments, reviewing records, and documenting records.
- Ability to ensure accuracy in meal planning and dietary instructions.
- Capacity to adapt to different work environments and client needs.
- Proficiency in using computer software, including health records systems.

Qualifications Required for Dietetic Tech

- Registered Dietetic Technician Certification (DTR)

Dosimetrist

The Dosimetrist designs a treatment plan to deliver a prescribed radiation dose in accordance with the radiation oncologist's prescription and facility policies and procedures and documents work appropriately. Certification is required.

Tasks for Dosimetrist

- Design a treatment plan for each patient.
- Identify and contour normal and dose-limiting structures by utilizing images from one or more data sets.
- Create and transfer reference images and localization markers for portal verification and treatment delivery.
- Supervise, perform, or assist in simulations and tumor localization using imaging devices.
- Supervise, perform, or assist in the planning and implementation of the fabrication of compensation filters, custom shields, wedges, and other beam modifying devices.
- Supervise, perform, or assist in the planning and implementation of the production of moulds, casts, and other immobilization devices.
- Communicate with the radiation therapist(s) and assume an advisory role in the implementation of the treatment plan including: the correct use of immobilization devices, compensators, wedges, field arrangement, and other treatment or imaging parameters.
- Perform calculations for the accurate delivery of the prescribed dose, document all pertinent information in the patient record, and verify the mathematical accuracy of all calculations by an approved method.
- Provide assistance and technical support to the medical physicist, in radiation safety and protection, qualitative machine calibrations, quality assurance of treatment plans and radiation oncology equipment.
- Operate and perform quality assurance, under the direction of the Medical Physicist, on the treatment planning computer(s).
- Supervise, perform, or assist in the application of specific methods of patient and/or beam dosimetry as directed by the Medical Physicist.
- Assist in brachytherapy procedures by performing treatment planning and dose calculations.
- Utilize radiation monitoring devices to measure radioactivity and perform assays.
- Ensure that all equipment is in working order.
- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration.
- Maintain accurate, detailed reports and records.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Dosimetrist

- Knowledge of biology.
- Knowledge of anatomy and physiology.
- Knowledge of medical terminology.

- Knowledge of clinical oncology, radiobiology and radiation physics.
- Knowledge of radiation oncology and medical physics.
- Knowledge of radiation safety.
- Knowledge of equipment used during procedures.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Dosimetrist

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Computer skills and technical skills sufficient to operate all equipment.
- Mathematical skills required to design treatment plans.
- Strong fine motor skills.
- Normal color perception.
- Spatial ability.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action for patient care.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Dosimetrist

- Education and/or Training Required: Bachelors Degree
- Licensure and/or Certification: Medical Dosimetrist Certification Board certification required at hire date. Additional certification (BLS, etc.) completed before start date as determined by position.

Electrophysiology Tech

The Electrophysiology Tech will perform diagnostic and interventional electrophysiology procedures in accordance with physician orders and facility policies and procedures and document work appropriately. Certification is required.

Tasks for Electrophysiology Tech

- Perform or assist electrophysiologists with performing electrophysiology studies and procedures.
- Operate electrophysiology specialty equipment, including, but not limited to, 3D mapping systems, stimulation systems, intracardiac echocardiography and electrophysiology monitoring and recording systems.
- Demonstrates expertise in all cardiovascular laboratory technical skills, image acquisition, transferring and archiving of images, trouble shooting skills and expert knowledge of catheters and specialty equipment used during electrophysiology procedures.
- Prepare patients for electrophysiology procedures.
- Monitor the patient during electrophysiology procedures and promptly advise physician of any changes in the patient's condition.
- Supply results of testing of reading to a physician for diagnosis,
- Ensure that all equipment is in working order.
- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration.
- Maintain accurate, detailed reports and records.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Electrophysiology Tech.

- Knowledge of relevant biology.
- Knowledge of relevant anatomy and physiology.
- Knowledge of relevant medical terminology.
- Knowledge of cardiovascular laboratory technical skills, image acquisition, transferring and archiving of images.
- Knowledge of catheters and specialty equipment used during electrophysiology procedures,
- Knowledge of radiological equipment
- Knowledge of X-ray safety, shielding techniques and imaging.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Electrophysiology Tech

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.

- Computer skills and technical skills sufficient to operate all electrophysiology equipment.
- Strong fine motor skills.
- Normal color perception.
- Spatial ability.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action for patient care.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Electrophysiology Tech

- Education and/or Training Required: Graduate of a Cardiovascular Invasive Specialist (CVIS) Technologist training program.
- Licensure and/or Certification: Imaging Technicians must be registered by the American Registry of Radiologic Technicians (ARRT) or Cardiovascular Credentialing International (CCI). Additional certification completed before start date as determined by position.

Histotechnologist

The Histotechnologist will create microscopic structures from patient tissue samples for analysis in accordance with physician orders and facility policies and procedures, direct laboratory assistants and histotechnicians as required and document tissue sample work appropriately. Certification is required and licensing may be required depending on state.

Tasks for Histotechnologist

- Log tissue samples.
- Sort and prioritize tissue samples.
- Retrieve tissue samples.
- Prepare solutions, stains, and reagents.
- Prepare tissue samples on slides for analysis.
- Examine, fix, and process tissue samples for proper sample preservation.
- Embed tissue samples.
- Cut tissue sample with a microtome or cryostat.
- Mount tissue sample on a slide.
- Stain or dye tissue sample to emphasize abnormalities.
- Test tissue according to physicians' orders.
- Relay results of tests to physicians.
- As needed, manage supplies and laboratory quality-control procedures.
- Direct laboratory assistants and/or histotechnologists in performing tasks.
- Maintain accurate, detailed reports and records.
- Comply with all facility laboratory policies and OSHA regulations related to safety, cleanliness and infection control.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.
- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration.

Required Knowledge for Histotechnologist

- Knowledge of biology.
- Knowledge of chemistry.
- Knowledge of anatomy and physiology.
- Knowledge of medical terminology.
- Knowledge of Clinical Laboratory Improvement Amendments (CLIA) regulations regarding proficiency testing, quality assurance and quality control.
- Knowledge of tissue sampling techniques.
- Knowledge of software used in field.
- Management, planning, leadership, allocation of resources, and coordination of resources.

- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Histotechnologist

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Strong fine motor skills.
- Normal color perception.
- Spatial ability.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action for patient care.
- Coordination of interdisciplinary team members; to address schedules and patient needs.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Ability to lead and direct others' work.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Histotechnologist

- Education and/or Training Required: Bachelor's Degree in the field of Laboratory Science or equivalent under the CLIA guidelines of high complexity testing.
- Licensure and/or Certification: License as required by state and certification by the American Society for Clinical Pathology (HTL) completed before start date.

Histotechnician

The Histotechnician will create microscopic structures from patient tissue samples for analysis in accordance with physician orders and facility policies and procedures, and document appropriately. Certification is required.

Tasks for Histotechnician

- Log tissue samples.
- Sort and prioritize tissue samples.
- Retrieve tissue samples.
- Prepare solutions, stains, and reagents.
- Prepare tissue samples on slides for analysis.
- Examine, fix, and process tissue samples for proper sample preservation.
- Embed tissue samples.
- Cut tissue sample with a microtome or cryostat.
- Mount tissue sample on a slide.
- Stain or dye tissue sample to emphasize abnormalities.
- Test tissue according to physicians' orders.
- Relay results of tests to physicians.
- As needed, manage supplies and laboratory quality-control procedures.
- Maintain accurate, detailed reports and records.
- Comply with all facility laboratory policies and OSHA regulations related to safety, cleanliness and infection control.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.
- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration.

Required Knowledge for Histotechnician

- Knowledge of biology.
- Knowledge of chemistry.
- Knowledge of anatomy and physiology.
- Knowledge of medical terminology.
- Knowledge of tissue sampling techniques.
- Knowledge of Clinical Laboratory Improvement Amendments (CLIA) regulations regarding proficiency testing, quality assurance and quality control.
- Knowledge of software used in field.
- Management, planning, leadership, allocation of resources, and coordination of resources.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Histotechnician

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Strong fine motor skills.
- Normal color perception.
- Spatial ability.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action for patient care.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Histotechnician

- Education and/or Training Required: Completion of an accredited histotechnician program or associates degree in histotechnology.
- Licensure and/or Certification: Certification by the American Society for Clinical Pathology (HT or HTL) completed before start date as determined by position.

Licensed Behavior Analysts

The licensed behavior analyst is responsible for providing support to individuals and their families by coordinating and delivering services in Applied Behavior Analysis (ABA), conducting functional assessments and analyses, developing behavior plans, and overseeing programming. They supervise staff, facilitate training, maintain communication with clients and other stakeholders, and ensure compliance with relevant regulations and standards.

Required Tasks for Licensed Behavior Analysts

- Conduct functional assessments and analyses.
- Design and implement behavior intervention programs.
- Supervise and train staff.
- Collaborate with clients, families, and teams.
- Collect and analyze behavior data.
- Review and update behavior plans.
- Provide ongoing support to clients and families.
- Maintain accurate documentation.
- Participate in meetings and professional development.
- Adhere to ethical guidelines.

Required Knowledge for Licensed Behavior Analysts

- Proficiency in applied behavior analysis principles and techniques.
- In-depth knowledge of assessment tools and functional assessment methods.
- Familiarity with developmental disabilities and related disorders.
- Awareness of cultural diversity and how it may influence treatment outcomes.
- Knowledge of data collection methods and analysis techniques.
- Awareness of ethical and legal guidelines related to behavior analysis.
- Strong communication and collaboration skills for working with patients and staff.

Required Skills for Licensed Behavior Analysts

- Strong skills for evaluating behavior and designing effective intervention plans.
- Excellent communication skills to interact with patients and staff.
- Strong organizational skills to manage case documentation and data collection.
- Interpersonal skills to establish rapport with patients.
- Flexibility and adaptability to work with patients of different ages and needs.
- Ability to analyze behavior patterns and track progress.
- Proficiency using healthcare computer systems and software
- Ability to manage administrative tasks such as calls, emails, and scheduling.

Qualifications Required for Licensed Behavior Analysts

- Master's degree in Special Education or related field
- BCBA certification or equivalent

Licensed Therapist/Counselor

The Licensed Therapist/Counselor offers mental health assessment, diagnosis, treatment, and crisis intervention services to individuals with diverse mental health needs. They collaborate with a multidisciplinary team of healthcare professionals to develop and direct personalized treatment plans for each client.

Tasks for Licensed Therapist/Counselor

- Conducting individual and group therapy sessions.
- Performing initial assessments and developing treatment plans.
- Providing crisis intervention and support as needed.
- Maintaining accurate and up-to-date client records.
- Collaborating with other healthcare professionals to coordinate care.
- Monitoring client progress and adjusting treatment plans accordingly.
- Providing education and support to clients and their families.
- Participating in clinical supervision and continuing education activities.
- Adhering to ethical and legal standards of practice.
- Engaging in professional development and staying updated on current research and best practices in the field.

Required Knowledge for Licensed Therapist/Counselor

- Understanding of psychological theories and principles.
- Knowledge of ethical and legal standards governing therapy practice.
- Familiarity with various therapeutic modalities and interventions.
- Knowledge of diagnostic criteria for mental health disorders.
- Ability in assessing and evaluating patient symptoms and progress.
- Ability to adapt therapy approaches to meet diverse patient needs.
- Awareness of community resources, support services, and referral options.
- Understanding of documentation and record-keeping requirements.

Required Skills for Licensed Therapist/Counselor

- Ability to understand and empathize with patient experiences and emotions.
- Effective communication skills and capacity to build rapport.
- Skill in identifying issues, generating solutions, and implementing interventions.
- Ability to analyze complex situations to inform treatment approaches.
- Awareness of cultural diversity and how it may influence treatment outcomes.
- Proficiency in documenting therapy sessions, assessments, and treatment plans.
- Ability to collaborate effectively with cross-functional teams.
- Commitment to ongoing learning and professional development.

Qualifications Required for Licensed Therapist/Counselor

- 1+ years of experience
- Master's or higher degree in counseling, psychology, social work or related fields

- Current LMFT, LPCC, LCSW or equivalent license

Medical Lab Technician

The Medical Lab Technician will perform routine medical laboratory tests for the diagnosis, treatment and prevention of disease in accordance with physician orders and facility policies and procedures, and document results appropriately. Certification is required.

Tasks for Medical Lab Technician.

- Perform technical laboratory functions including chemistry, hematology, urinalysis, immunohematology, microbiology, coagulation and immunology.
- Report test results following facility protocols, including alerting providers and/or nurses about abnormal results.
- Ensure quality control in collecting specimens.
- Ensure appropriate sampling.
- Maintain accurate record keeping, including electronic medical records.
- Maintain medical laboratory equipment and supplies.
- Set up, maintain, calibrate, clean, and test sterility of medical laboratory equipment.
- Comply with all facility laboratory policies and OSHA regulations related to safety, cleanliness and infection control.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.
- Serve as a back-up to the Lab Manager as needed.

Required Knowledge for Medical Lab Technician

- Knowledge of medical laboratory principles, standards, applications and tests.
- Knowledge of critical values.
- Knowledge of medical laboratory safety, cleanliness and infection control policies and regulations.
- Knowledge of medical laboratory equipment uses and maintenance.
- Knowledge of confidentiality requirements.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Medical Lab Technician

- Service to actively help others including patients and colleagues.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Ability to perform work accurately and thoroughly.
- Proficiency with use of computers and electronic medical record software.
- Ability to adapt easily to changing tasks and conditions.

- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action.
- Coordination and collaboration with team members to address laboratory needs.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Medical Lab Technician

- Education and/or Training Required: High school diploma or equivalent required, associates degree or higher degree preferred.
- Licensure and/or Certification: Certification required. Certification to be completed before start date and specific certification required as determined by position.

Medical Laboratory Technologist

The Medical Laboratory Technologist will perform routine tests in a medical laboratory to provide data for use in diagnosis and treatment of disease, ensuring validity and accuracy of test results, in accordance with physician orders and facility policies and procedures, and document appropriately. Certification is required.

Tasks for Medical Laboratory Technologist

- Collect, process, and handle blood and/or other biological specimens according to established procedures.
- Determine specimen validity.
- Instruct patients in the proper collection of samples.
- Perform a variety of clinical laboratory tests in the areas of hematology, microbiology, immunology, clinical chemistry, and urinalysis or others, as required.
- Conduct quantitative and qualitative chemical analyses of body fluids such as blood, urine, and spinal fluid.
- Perform blood counts using a microscope.
- Conduct blood tests for transfusion purposes.
- Develop and maintain cell and tissue cultures for testing purposes.
- Isolate and identify specimens, using advanced laboratory techniques.
- Perform quality control on test results, ensuring validity and accuracy.
- Relay results of testing to physicians.
- Maintain accurate, detailed reports and records.
- Inspect, test, clean, sterilize and maintain laboratory equipment to ensure it is functioning safely and efficiently.
- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration.
- Explain procedures to patients to gain cooperation.

Required Knowledge for Medical Laboratory Technologist

- Knowledge of quality, safety, and infection control standards.
- Knowledge of intravenous and peripheral blood draw procedures.
- Knowledge of laboratory and experimental protocols and procedures.
- Knowledge of tissue culture procedures and techniques.
- Knowledge of laboratory testing systems and instruments.
- Knowledge of laboratory techniques
- Knowledge of sterile procedures.
- Knowledge of record keeping procedures
- Psychology of human behavior and understanding of individual differences in ability, personality, and interests, learning and motivation.

- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Medical Laboratory Technologist

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Judgment and decision making to choose the most appropriate action for patient care.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Medical Laboratory Technologist

- Education and/or Training Required: At least 60 college-level credit hours including 6 semester hours of Biology and 6 semester hours of Chemistry.
- Licensure and/or Certification: Registration or certification completed before start date as determined by position.

Mental Health Tech

The Mental Health Tech is responsible for delivering patient-centered care and conducting therapeutic group sessions. They contribute to creating a safe and cohesive environment while adhering to best practices in mental health support. If you're passionate about making a positive impact in mental health, consider joining us as a Mental Health Tech. Apply now to explore this fulfilling role further.

Tasks for Mental Health Tech

- Assisting patients with activities of daily living.
- Providing or assisting with direct patient care and therapeutic interventions.
- Observing and recording patient behavior and activities.
- Establishing therapeutic relationships with assigned patients.
- Facilitating therapy and fostering a supportive environment conducive to healing.
- Monitoring patients to ensure safety and performing safety checks.
- Providing emotional support to patients.
- Ability to provide immediate support during mental health crises.

Required Knowledge for Mental Health Tech

- Understanding of behavioral health principles and practices.
- Knowledge of therapeutic interventions to address behavior disorders.
- Familiarity with group dynamics and group therapy methodologies.
- Awareness of safety protocols and crisis intervention strategies.
- Understanding of patient rights and confidentiality regulations in healthcare.
- Basic understanding of medical terminology and documentation practices.
- Knowledge of common behavioral health disorders and their symptoms.
- Awareness of cultural sensitivity and diversity in patient care.
- Understanding of relevant laws and regulations governing mental health services.
- Familiarity with the use of technology for documentation and communication purposes in healthcare settings.

Required Skills for Mental Health Tech

- Ability to understand and empathize with patients' experiences and emotions.
- Effective communication with patients, families, and healthcare professionals.
- Ability to respond to crises and emergencies.
- Capacity to collaborate with cross-functional teams..
- Skill in identifying and addressing challenges or obstacles in patient care.
- Ability to work in a fast-paced and dynamic healthcare environment.
- Strong observation skills to monitor patient behavior and identify changes.
- Capacity to remain patient and resilient when faced with challenging situations.
- Ability to manage time, prioritize tasks, and maintain accurate documentation.
- Computer literacy, including proficiency in using basic software applications for documentation and communication purposes.

Qualifications Required for Mental Health Tech

- 1+ years of experience

Neurodiagnostic Tech

The Neurodiagnostic Tech will perform electroneurodiagnostic tests and nerve conduction studies. in accordance with physician orders and facility policies and procedures and document work appropriately.

Tasks for Neurodiagnostic Tech

- Review patient medical information needed to customize procedures.
- Prepare patients for procedures.
- Perform electroneurodiagnostics tests and procedures, including, but not limited to, electroencephalography (EEG), polysomnography (PSG), nerve conduction studies (NCS), electromyography (EMG), and intraoperative monitoring (IOM).
- Perform nerve conduction studies.
- Indicate artifacts or interferences derived from sources outside of the brain on electroneurodiagnostic recordings.
- Monitors patients during tests or surgeries and promptly advise physician of any changes in the patient's condition.
- Conducts tests to determine cerebral death, the absence of brain activity, or the probability of recovery from a coma.
- Measure visual, auditory, or somatosensory evoked potentials (EPs) to determine responses to stimuli.
- Set up, program, and record montages or electrical combinations when testing peripheral nerve, spinal cord, subcortical, or cortical responses.
- Supply results of testing of reading to a physician for diagnosis,
- Ensure that all equipment is in working order.
- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration.
- Maintain accurate, detailed reports and records.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Neurodiagnostic Tech

- Knowledge of relevant biology.
- Knowledge of relevant anatomy and physiology.
- Knowledge of relevant medical terminology.
- Knowledge of electroneurodiagnostic tests and procedures
- Knowledge of equipment used during electroneurodiagnostic tests and procedures,
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Neurodiagnostic Tech

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Computer skills and technical skills sufficient to operate all equipment.
- Strong fine motor skills.

- Normal color perception.
- Spatial ability.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action for patient care.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Neurodiagnostic Tech

- Education and/or Training Required: Associate or bachelor degree in neurodiagnostic training that is accredited by the Commission on Accreditation of Allied Health Education Programs.
- Licensure and/or Certification: Certification in EEG exams through the American Board of Registration of Electroencephalographic and Evoked Potential Technologists (ABRET) and BLS certification at hire date as determined by position. Additional certification completed before start date as determined by position.

Occupational Therapist

The Occupational Therapist provides patients with treatment to help them develop and improve their ability to complete everyday tasks related to their job and daily life, in accordance with facility policies and procedures, and documents results appropriately. Licensure is required.

Tasks for Occupational Therapist

- Review patients' medical histories.
- Assess the patient's physical, communication and cognitive skills to develop a treatment plan,
- Consult with physicians and other clinical professionals as needed.
- Develop individualized treatment plans for patients.
- Set clear goals for patients.
- Communicate goals and the expected outcomes of the treatment plan to patients.
- Give advice to family members and employers of the patient on how to accommodate the patient,
- Assess the home, school and/or work environments of the patient,
- Install or recommend necessary equipment and teach patients how to use the equipment,
- Help patients to take part in everyday activities based on their unique circumstances,
- Assist patients' exercise for pain relief.
- Review the patient's progress and adapt the treatment plan accordingly,
- Maintain accurate record keeping, including electronic medical records.
- Communicate with clinical and support staff to achieve positive patient outcomes.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Occupational Therapist

- Knowledge of anatomy and physiology.
- Knowledge of medical terminology.
- Knowledge of occupational therapy methods and procedures.
- Knowledge of occupational therapy equipment.
- Knowledge of standards of care.
- Knowledge of confidentiality requirements.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Occupational Therapist

- Service to actively help others including patients and colleagues.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Stamina to work with patients.
- Dexterity to execute therapy plans.
- Ability to perform work accurately and thoroughly.
- Proficiency with use of computers and electronic medical record software.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action.
- Coordination and collaboration with team members to address laboratory needs.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Patience with individual patients' progress.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Occupational Therapist

- Education and/or Training Required: Master of Occupational Therapy degree from a program accredited by the Accreditation Council for Occupational Therapy Education
- Licensure and/or Certification: Current unencumbered occupational therapist license in the state in which the position exists upon hire. Certification completed before start date as determined by position.

Occupational Therapy Assistant

The Occupational Therapy Assistant provides occupational therapy treatments and procedures to patients within the scope of occupational therapy treatment plans established by a licensed occupational therapist, and in accordance with facility policies and procedures, and will document results appropriately. Licensure or certification is required, dependent on state.

Tasks for Occupational Therapy Assistant.

- Review patients' medical histories.
- Communicate goals and the expected outcomes of the treatment plan to patients.
- Give advice to family members and employers of the patient on how to accommodate the patient,
- Install necessary equipment and teach patients how to use the equipment,
- Help patients to take part in everyday activities based on their unique circumstances, in accordance with treatment plan developed by occupational therapist.
- Review the patient's progress and advise the occupational therapist accordingly,
- Maintain accurate record keeping, including electronic medical records.
- Prepare treatment areas prior to appointments and clean treatment areas and equipment between appointments.
- Keep equipment operating by following operating instructions, troubleshooting breakdowns, maintaining supplies, performing preventive maintenance, and calling for repairs.
- Transport patients when necessary.
- Communicate with clinical and support staff to achieve positive patient outcomes.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Occupational Therapy Assistant

- Knowledge of relevant anatomy and physiology.
- Knowledge of relevant medical terminology.
- Knowledge of occupational therapy methods and procedures.
- Knowledge of occupational therapy equipment.
- Knowledge of standards of care.
- Knowledge of confidentiality requirements.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Occupational Therapy Assistant

- Service to actively help others including patients and colleagues.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Stamina to work with patients.
- Dexterity to execute therapy plans.

- Ability to perform work accurately and thoroughly.
- Proficiency with use of computers and electronic medical record software.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action.
- Coordination and collaboration with team members to address laboratory needs.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Patience with individual patients' progress.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Occupational Therapy Assistant

- Education and/or Training Required: High school diploma or equivalent.
- Licensure and/or Certification: Current unencumbered occupational therapy assistant license in the state in which the position exists upon hire or national certification. Certification completed before start date as determined by position.

Pharmacist

The Pharmacist is responsible for preparing and administering pharmaceuticals to patients, whether by directly addressing their needs or executing physician orders. This demanding role requires a high level of responsibility and knowledge, encompassing tasks such as dispensing prescriptions and providing assistance. Pharmacists must accurately interpret symptoms to offer timely treatment or referrals, along with providing professional advice on cosmetics and parapharmaceuticals. Their overarching goal is to ensure effective medication use, positioning themselves as trusted allies in addressing health issues and delivering value to both the pharmacy and society.

Tasks for Pharmacists

- Accurately dispense medications, adhering to laws and regulations.
- Provide counseling to patients on the associated risks with medication.
- Administer immunizations, health screenings, and medication evaluations.
- Supervise pharmacy inventory management.
- Manage relationships with providers and insurance.
- Deliver exceptional customer service by addressing member inquiries, resolving issues promptly, and providing accurate medication information.

Required Knowledge for Pharmacists

- Understanding of drug properties, interactions, and adverse effects.
- Ability to assess patient needs, and provide counseling on medication use.
- Knowledge of compounding and principles for preparing customized medications.
- Familiarity with federal, state, and local regulations governing pharmacy practice.
- Proficiency with pharmacy information systems and technology.

Skills Required

- Effectively communication skills to provide counseling.
- Capacity to build rapport with patients and healthcare team members.
- Accurately dispense medications, review prescriptions, and ensure patient safety.
- Aptitude for identifying and resolving medication-related issues.
- Capacity to analyze complex medication regimens and optimize therapy.
- Ability to work in a fast-paced environment and manage multiple tasks efficiently.

Qualifications Required for Pharmacists

- 1+ years of experience
- Current pharmacist license in the state of practice

Pharmacy Technician

The Pharmacy Technician is responsible for supporting pharmacists in ensuring the safe and efficient dispensing of medications to patients. This role involves accurately preparing prescriptions, maintaining inventory, processing insurance claims, and providing administrative assistance within the pharmacy setting.

Tasks for Pharmacy Technicians

- Receive and review prescription requests from patients or healthcare providers.
- Properly label, measure, count, and package prescribed medications.
- Monitor and track medication inventory and supply.
- Manage insurance relationships, including claims and authorizations.
- Run administrative tasks such as calls, paperwork, patient records, and billing.
- Assist pharmacists with various tasks, including compounding medications.
- Collaborate with pharmacists, healthcare providers, and other pharmacy staff.

Required Knowledge for Pharmacy Technicians

- Understanding of basic pharmacological principles.
- Knowledge of federal, state, and local laws and regulations regarding medications.
- Awareness of medication safety practices and procedures.
- Understanding of pharmacy operations, including prescription processing, medication dispensing, inventory management, and documentation requirements.
- Basic understanding of pharmaceutical compounding principles.

Required Skills for Pharmacy Technicians

- Familiarity with common medications, classifications, and dosage forms for prescription processing and patient counseling under pharmacist supervision.
- Provide medication counseling to patients, including dosage instructions.
- Attention to detail to minimize errors in pharmacy operations.
- Strong problem-solving skills.
- Effective communication skills.
- Ability to work in a fast-paced environment and manage multiple tasks efficiently.
- Proficiency with pharmacy information systems and technology.

Qualifications Required for a Pharmacy Tech

- 1+ year of work experience
- Current Pharmacy Technician Certification

Phlebotomist

The Phlebotomist will collect and test blood samples and other specimens in accordance with physician orders and facility policies and procedures, and document appropriately.

Tasks for Phlebotomist

- Identify the best method for retrieving blood samples and other specimens.
- Verify patient identification.
- Retrieve blood samples and other specimens.
- Maintain specimen integrity.
- Prepare specimens for laboratory testing.
- Perform screening procedures.
- Verify test requisitions and orders and bring discrepancies to appropriate personnel.
- Collect therapeutic drug-monitoring assays.
- Track collected specimens and maintain tallies of collections performed.
- Monitor glucose levels.
- Perform bleeding time tests.
- Analyze blood specimens using the correct testing equipment.
- Supply diagnostic notes to physicians, other healthcare professionals, and hospitals.
- Clean, maintain, and calibrate laboratory equipment used in the drawing and testing of blood specimens.
- Maintain accurate, detailed reports and records.
- Monitor, record, and report patients' test results.
- Explain health care treatment procedures to patients to gain cooperation.

Required Knowledge for Phlebotomist

- Knowledge of venipuncture, phlebotomy and finger sticks.
- Knowledge of testing procedures.
- Knowledge of record keeping procedures, including electronic medical records
- Knowledge of infection control procedures.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Phlebotomist

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.

- Judgment and decision making to choose the most appropriate action for patient care.
- Attention to detail.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Phlebotomist

- Education and/or Training Required: High school diploma.
- Licensure and/or Certification: Certification completed before start date as determined by position.

Physical Therapist

The Physical Therapist creates and carries out an individualized program of physical therapy including assessment, treatment, planning, implementation, education, and communication to maximize a patient's progress toward achieving functional goals, in accordance with facility policies and procedures, and documents results appropriately. Licensure is required.

Tasks for Physical Therapist

- Review patients' medical histories.
- Diagnose patients by observing their movements and interviewing them about their concerns.
- Consult with physicians and other clinical professionals as needed.
- Develop individualized treatment plans for patients.
- Set clear goals for patients.
- Communicate goals and the expected outcomes of the treatment plan to patients.
- Use exercises, stretching, equipment, and hands-on therapy to manage patients' pain, increase mobility, and prevent further pain and injury.
- Record patients' progress and modify the plan of care if needed.
- Educate patients and family members about the recovery process.
- Maintain accurate record keeping, including electronic medical records.
- Communicate with clinical and support staff to achieve positive patient outcomes.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Physical Therapists

- Knowledge of anatomy and physiology.
- Knowledge of medical terminology.
- Knowledge of physical therapy methods and procedures.
- Knowledge of physical therapy equipment.
- Knowledge of standards of care.
- Knowledge of confidentiality requirements.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Physical Therapist

- Service to actively help others including patients and colleagues.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Stamina to work with patients.
- Dexterity to execute therapy plans.
- Ability to perform work accurately and thoroughly.
- Proficiency with use of computers and electronic medical record software.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.

- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action.
- Coordination and collaboration with team members to address laboratory needs.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Physical Therapist

- Education and/or Training Required: Doctor of Physical Therapy (DPT) degree from a program accredited by the Commission on Accreditation in Physical Therapy Education.
- Licensure and/or Certification: Current unencumbered physical therapist license in the state in which the position exists upon hire and a passing score on the National Physical Therapy Examination (NPTE). Certification completed before start date as determined by position.

Physical Therapy Assistant

The Physical Therapy Assistant provides physical therapy treatments and procedures to patients within the scope of physical therapy treatment plans established by a licensed physical therapist, and in accordance with facility policies and procedures, and will document results appropriately. Licensure or certification is required, dependent on state.

Tasks for Physical Therapy Assistant

- Instruct, motivate, safeguard, and assist patients as they practice exercises or functional activities.
- Observe patients during treatments to compile and evaluate data on their responses and progress.
- Provide patient progress information to the physical therapist in person or through progress notes.
- Confer with physical therapy staff and others to discuss and evaluate patient information for planning, modifying, and coordinating treatment.
- Communicate with and instruct caregivers and family members on patient exercises and treatment plans.
- Transport patients to and from treatment areas, including lifting and transferring them according to positioning requirements.
- Secure patient to therapy equipment.
- Administer active and passive exercises and treatments.
- Measure patients' range-of-joint motion, body parts, and vital signs to determine effects of treatments or assist in patient evaluations.
- Monitor operation of equipment and record use of equipment and administration of treatment.
- Fit patients for orthopedic braces, prostheses, and supportive devices such as crutches.
- Maintain accurate record keeping, including electronic medical records.
- Communicate with clinical and support staff to achieve positive patient outcomes.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Physical Therapy Assistant

- Understanding of relevant anatomy and physiology.
- Understanding of relevant medical terminology.
- Knowledge of relevant physical therapy methods and procedures.
- Knowledge of relevant physical therapy equipment.
- Knowledge of standards of care.
- Knowledge of confidentiality requirements.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Physical Therapy Assistant

- Service to actively help others including patients and colleagues.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand

information and ideas presented by others, including reading comprehension and active listening.

- Stamina to work with patients.
- Dexterity to execute therapy plans.
- Ability to perform work accurately and thoroughly.
- Proficiency with use of computers and electronic medical record software.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action.
- Coordination and collaboration with team members to address laboratory needs.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Physical Therapy Assistant

- Education and/or Training Required: Associates degree or certification from a physical therapy program that included course study in anatomy and physiology.
- Licensure and/or Certification: Current unencumbered physical therapist assistant license in the state in which the position exists upon hire, if licensure is required by the state. If licensure is not required by state, a passing grade on the National Physical Therapy exam administered by the Federation of State Boards of Physical Therapy.

Radiologic Technologist

The Radiology Tech uses X-rays to create images of specific parts of the patient's body, in accordance with physician orders and facility policies and procedures and document work appropriately. Certification is required and licensure may be required by state.

Tasks for Radiologic Technologist

- Perform or assist physician in performing imaging procedures.
- Prepare and position patient for procedures.
- Set up equipment for procedures.
- Prepare patient and self for sterile technique.
- Assist in the movement of patients to and from wheelchairs, stretchers, and radiographic tables.
- Prepare and/or administer contrast media.
- Describe procedures to patient.
- Provide radiation protection to patient, staff and self according to prescribed safety standards.
- Supply results of procedures to a physician for diagnosis.
- Ensure that all equipment is in working order.
- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration.
- Maintain radiology supply inventory.
- Inform appropriate person of the necessity of ordering supplies.
- Maintain accurate, detailed reports and records.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Radiologic Technologist

- Knowledge of relevant biology.
- Knowledge of relevant anatomy and physiology.
- Knowledge of relevant medical terminology.
- Knowledge of radiation safety.
- Knowledge of equipment used during procedures, including radiological equipment.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Radiologic Technologist

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Computer skills and technical skills sufficient to operate all equipment.
- Strong fine motor skills.
- Normal color perception.

- Spatial ability.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action for patient care.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Radiology Tech

- Education and/or Training Required: Associates degree, graduate of a Radiation Technologist training program from an American Medical Association approved school.
- Licensure and/or Certification: Current unencumbered license as required by state and registration with the American Registry of Radiologic Technicians (ARRT). Additional certification (BLS, etc.) completed before start date as determined by position.

Respiratory Therapist

The Respiratory Therapist will provide cardiopulmonary care services in accordance with physician orders and facility policies and procedures, and document appropriately. The Respiratory Therapist will provide respiratory care and life support to ill, injured, convalescent, and/or disabled patients, and perform diagnostic tests of the cardiovascular and pulmonary systems. Licensing is required.

Tasks for Respiratory Therapist

- Collaborate with healthcare team to assess, plan, implement, and evaluate patient care plans, and make necessary modifications to patient treatment plans according to patients' responses and conditions, consistent with healthcare provider approved protocols and written healthcare provider orders. Work as part of a team of health care professionals to manage patient care by assisting with medical procedures.
- Maintain accurate, detailed reports and records. Monitor, record, and report patients' medical information, therapy information, vital signs, symptoms, and changes in status.
- Set up and operate devices including therapeutic gas administration apparatus, mechanical ventilators (invasive and noninvasive, including BIPAP and CPAP), environmental control systems, and aerosol generators.
- Administer respiratory therapy treatments, including oxygen, and nebulized medications.
- Monitor and record patient physiological responses to therapy such as arterial blood gases, vital signs or blood chemistry, and lung function changes, and promptly consult with physicians if there are adverse reactions.
- Perform tests, such as electrocardiograms and stress testing, to evaluate patient's cardiopulmonary function.
- Perform percussion and bronchopulmonary drainage.
- Test pulmonary function in patients.
- Provide specific testing techniques that include measurement of ventilatory volumes, pressure, flows and other related physiology.
- Coordinate sleep studies with providers.
- Provide emergency care if necessary, such as external cardiac massage, artificial respiration, or assistance with cardiopulmonary resuscitation.
- Inspect, test, clean, sterilize and maintain respiratory therapy equipment to ensure it is functioning safely and efficiently.
- Measure arterial blood gases, read prescriptions, measure lung capacity, and review other information to assess patient condition.
- Relay blood analysis results to a physician.
- Make emergency visits to resolve equipment problems when necessary.

- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration.
- Explain health care treatment procedures to patients to gain cooperation, educate patients in appropriate disease management techniques, such as breathing exercises and use of aerosol medications and respiratory equipment.

Required Knowledge for Respiratory Therapists

- Knowledge of pulmonary function and pulmonary rehabilitation.
- Experience and knowledge of respiratory equipment.
- Knowledge of various methods of oxygen delivery.
- Knowledge of purpose and possible side effects of respiratory therapy treatments and nebulized medications.
- Knowledge of differences in technique and treatment modalities for patients of varying ages, including pediatric, adolescent, and geriatric patients.
- Knowledge of oxygen concentrations and medication doses as they relate to patients of varying ages, including pediatric, adolescent, and geriatric patients.
- Knowledge of patient service needs assessment, meeting quality standards for services, and evaluation of patient satisfaction.
- Education for the purposes of teaching and instruction for individuals and groups.
- Psychology of human behavior and understanding of individual differences in ability, personality, and interests, learning and motivation.
- Principles, methods, and procedures for diagnosis, treatment, and rehabilitation of respiratory dysfunctions.
- Management, planning, leadership, allocation of resources, and coordination of resources.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Respiratory Therapists

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Judgment and decision making to choose the most appropriate action for patient care.
- Coordination of interdisciplinary team members; to address schedules and patient needs.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.

- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Respiratory Therapist

- Education and/or Training Required: Completion of an accredited respiratory therapy program or technical college course for respiratory therapy.
- Licensure and/or Certification: Registration or certification by the national board for respiratory Care (NBRC) and current unencumbered RCP license in the state the position exists in upon hire. Certification (BLS, ACLS PALS, and NRP) completed before start date as determined by position.

Social Worker

The Social Worker is responsible for supporting patients and their families as they navigate illness and recovery. This involves advocating for patients to ensure they have access to essential resources. Additionally, they collaborate with the healthcare team and coordinate with external agencies to address the diverse needs of patients. Their duties extend to critical roles in illness prevention, health promotion, and providing educational support to both patients and their families.

Tasks for Social Workers

- Conduct interviews to assess patient conditions and needs.
- Develop individualized treatment plans and set measurable goals for each case.
- Monitor and evaluate progress regularly, making adjustments to treatment plans.
- Provide counseling to clients, guiding them towards the best course of action.
- Manage support and intervention during crises or emergencies.
- Maintain accurate records of client interactions and progress reports.
- Collaborate with cross-functional teams.
- Refer clients to community services to support their recovery and ongoing care.

Required Knowledge for Social Workers

- Understanding of foundational theories, models, and approaches in social work.
- Working knowledge of social theories and practices.
- Understanding of relevant laws, regulations, and legal processes.
- Social perceptiveness and empathy, including awareness of cultural diversity.
- Excellent communication skills to engage with diverse populations and groups.
- Ability to maintain professional cross-functional relationships.
- Resilience and the ability to assess situations effectively.

Skills required for Social Workers

- Ability to understand and empathize with clients' experiences.
- Capacity to listen attentively to clients' concerns, emotions, and needs.
- Strong verbal and written communication skills to provide counseling.
- Identifying challenges and developing effective solutions to address needs.
- Proficient in case management assessment, planning and implementation.
- Sensitivity and awareness of cultural diversity.
- Ability to respond to crises and emergencies providing immediate support.
- Capacity to collaborate effectively across teams.

Qualifications Required for Social Workers

- 1+ year experience
- State license

Sonographer

The Sonographer uses imaging equipment and soundwaves to form images of parts of patients' bodies and analyzes the images, in accordance with physician orders and facility policies and procedures, and documents work appropriately. Certification is required and licensure may be required by state.

Tasks for Sonographer

- Review patient medical history.
- Prepare ultrasound equipment and exam room ensuring proper sterilization and safety procedures are followed.
- Operate imaging equipment to form images of patients' bodies.
- Ensure image quality.
- Prepare and position patient for procedures.
- Set up equipment for procedures.
- Identify normal and abnormal image results to physicians and other clinicians.
- Assist in the movement of patients to and from wheelchairs, stretchers, and radiographic tables.
- Describe procedures to patient.
- Supply results of procedures to a physician for diagnosis.
- Ensure that all equipment is in working order.
- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration.
- Maintain accurate, detailed reports and records.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Sonographer

- Knowledge of relevant biology.
- Knowledge of relevant anatomy and physiology.
- Knowledge of equipment used during procedures.
- Knowledge of imaging techniques.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Sonographer

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Interpersonal skills to work with patients.
- Computer skills and technical skills sufficient to operate all equipment.
- Strong fine motor skills to operate equipment.
- Normal color perception.

- Spatial ability.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action for patient care.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details and fine details in images.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Sonographer

- Education and/or Training Required: Associate degree with coursework in the sciences and anatomy and completion of a certificate program in diagnostic medical sonography.
- Licensure and/or Certification: Current unencumbered license as required by state and certification (American Registry for Diagnostic Medical Sonographers, American Registry of Radiologic Technicians (ARRT), or Cardiovascular Credentialing International certification) required at hire date. Additional certification (RCES, RCIS or HRS CEPS) completed before start date as determined by position.

Speech-Language Pathologist

The Speech-Language Pathologist evaluates, diagnoses, and treats speech, language, social communication, cognitive-communication, and swallowing disorders, in accordance with facility policies and procedures, and documents results appropriately. Certification is required.

Tasks for Speech-Language Pathologist

- Review patients' medical histories.
- Diagnose patients by observing their speech or swallowing and interviewing them about their concerns.
- Consult with physicians and other clinical professionals as needed.
- Develop individualized treatment plans for patients.
- Set clear goals for patients.
- Communicate goals and the expected outcomes of the treatment plan to patients.
- Provide aural rehabilitation for individuals who are deaf or hard of hearing.
- Provide augmentative and alternative communication (AAC) systems for individuals with severe expressive and/or language comprehension disorders, such as autism spectrum disorder or progressive neurological disorders.
- Record patients' progress and modify the plan of care if needed.
- Educate patients and family members about exercises.
- Maintain accurate record keeping, including electronic medical records.
- Communicate with clinical and support staff to achieve positive patient outcomes.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Speech-Language Pathologist

- Knowledge of relevant anatomy and physiology.
- Knowledge of relevant medical terminology.
- Knowledge of speech-language pathology methods and procedures..
- Knowledge of standards of care.
- Knowledge of confidentiality requirements.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Speech-Language Pathologist

- Service to actively help others including patients and colleagues.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Stamina to work with patients.
- Ability to perform work accurately and thoroughly.
- Proficiency with use of computers and electronic medical record software.
- Ability to adapt easily to changing tasks and conditions.

- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action.
- Coordination and collaboration with team members to address laboratory needs.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Hearing to accurately assess patient disorders,
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Speech-Language Pathologist

- Education and/or Training Required: Masters degree in Speech-Language Pathology from a program accredited by the Council on Academic Accreditation in Audiology and Speech-Language Pathology.
- Licensure and/or Certification: Certificate of Clinical Competence in Speech-Language Pathology upon hire.

Sterile Processing Technician

The Sterile Processing Technician will perform decontamination, preparation, sterilization and distribution of surgical instruments and medical equipment, in accordance with facility policies and procedures, and document work appropriately.

Tasks for Sterile Processing Technician.

- Operate all required equipment and machinery accurately and safely.
- Prepare, assemble, and sterilize instruments and supplies.
- Maintain instruments, including appropriate selection of cleaning agents and lubricants, examination for function, identification and assembly.
- Collect instruments and supplies after use.
- Retrieve malfunctioning instruments.
- Advise appropriate personnel of damaged or malfunctioning instruments.
- Peel-pack supplies/instruments, wrap instruments for sterilization, and inspect each instrument for use, function, completeness and cleanliness.
- Coordinate with facility personnel to maintain inventory and ensure facility sets are stocked.
- Ensure safe care to patients, staff and visitors.
- Communicate with operating room staff to provide required instruments.
- Advise nursing staff regarding responsibilities of proper sterilization techniques.
- Maintain accurate record keeping.
- Comply with all facility laboratory policies and OSHA regulations related to safety, cleanliness and infection control.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Sterile Processing Technician

- Knowledge of processes, procedures, quality assurance, chemicals and medical instruments.
- Knowledge of cleaning methods for specialized equipment.
- Knowledge of equipment function.
- Knowledge of applicable sanitary, infection control, and safety standards.
- Knowledge of confidentiality requirements.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Sterile Processing Technician

- Service to actively help others including patients and colleagues.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand

information and ideas presented by others, including reading comprehension and active listening.

- Ability to perform work accurately and thoroughly.
- Proficiency with use of computers.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action.
- Coordination and collaboration with team members to address facility needs.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Sterile Processing Technician

- Education and/or Training Required: High school diploma or equivalent required, associates degree or higher degree preferred.
- Licensure and/or Certification: Certification (NICHSPDP or ISCHIM) to be completed before start date and specific certification required as determined by position.

Surgical Assistant

The Surgical Assistant is responsible for providing essential support during procedures, administering dressings, maintaining sterile conditions in the operating room, and ensuring comprehensive pre and post-operative care for patients. In addition to managing clerical duties such as record-keeping and phone communications.

Required Tasks for Surgical Assistants

- Assist with patient resuscitation during emergencies.
- Ensure that the operating field is sterile.
- Inspect and maintain surgical equipment and supplies.
- Adjust operating room conditions according to surgeon's specifications.
- Control bleeding by applying sutures, staples, clips, and drainage systems.
- Position patients to prevent nerve damage or circulation impairment.
- Maintain an operating field with retractors, sponges, and suctioning equipment.
- Monitor patients' vital signs and blood volume during operations.
- Assist surgical team with gowning, gloving, and passing instruments.
- Apply dressings, casts, splints, braces, and other devices.

Required Knowledge for Surgical Assistants

- Understanding of surgical procedures and protocols.
- Knowledge of surgical instruments, equipment, and supplies.
- Familiarity with sterile techniques and infection control procedures.
- Understanding of medical terminology and anatomy.
- Knowledge of emergency procedures and patient resuscitation techniques.
- Awareness of patient positioning and safety measures.
- Understanding of wound care and dressing application.
- Knowledge of patient monitoring equipment and vital signs.
- Familiarity with medical documentation and record-keeping practices.
- Awareness of legal and ethical considerations in surgical care.

Required Skills for Surgical Assistants

- Strong communication skills to effectively interact with patients and staff.
- Excellent teamwork and collaboration abilities to assist surgeons.
- Attention to detail to ensure accuracy in tasks such as preparing equipment and maintaining a sterile environment.
- Manual dexterity and hand-eye coordination for handling surgical instruments.
- Ability to remain calm under pressure in a fast-paced environment.
- Critical thinking skills to anticipate surgeon needs and respond to unexpected situations during surgeries.
- Empathy to provide pre-operative and post-operative care and support.
- Adaptability to navigate diverse surgical procedures.

- Organizational skills to manage multiple tasks simultaneously.
- Commitment to adhering to safety protocols, infection control measures, and ethical standards in surgical practice.

Qualifications Required for Surgical Assistants

- 1+ years of experience
- Surgical assistant certification or licensure
- Basic Life Support Certification(BLS)

Surgical Technologist

The Surgical Technologist will work under the supervision and delegatory authority of a surgeon to facilitate the safe and effective conduct of invasive and non-invasive surgical procedures, ensuring that the operating room environment is safe, that equipment functions properly, and that the operative procedure is conducted under conditions that maximize patient safety.

Tasks for Surgical Technologist

- Collaborate with healthcare team to assess, plan, implement, and evaluate patient care plans. Work as part of a team of health care professionals to manage patient care by assisting with medical procedures.
- Maintain accurate, detailed reports and records.
- First scrub role:
 - Perform all preoperative duties necessary to appropriately prepare for the surgical procedure, including:
 - don OR attire and personal protective equipment (PPE)
 - gather, check and open instruments, supplies and equipment needed for the surgical procedure
 - perform the surgical scrub and donning gown and gloves
 - Set up the sterile back table and Mayo stand with instruments, supplies, equipment, and medications/solutions needed for the surgical procedure.
 - Perform initial instrument, sharps and sponge counts with the circulator.
 - Assist the team members with gowning and gloving.
 - Assist with draping the patient and establishing the sterile field.
 - Participate in the surgical site and patient verification during the time out procedure.
 - Secure tubing, cords and other sterile accessories.
 - Perform all intraoperative and postoperative duties required for the surgical procedure and as directed by the surgeon, including:
 - Prepare and anticipate additional instrumentation, equipment and supplies for usage during the surgical procedure.
 - Ensure quality patient care during the surgical procedure.
 - Anticipate the needs of the surgeon by passing instruments and supplies to surgeon during surgical procedure.
 - Measure and pass medications, hemostatic agents and irrigation solutions utilized during the surgical procedure.
 - Hold retractors or instruments as directed by the surgeon.
 - Sponge or suction the operative site.

- Apply electrocautery to clamps or forceps on bleeders.
- Cut suture material as directed by the surgeon.
- Coordinate the camera or change out robotic arms/instruments during endoscopic surgery as directed by the surgeon.
- Maintain highest standard of sterile technique during the procedure.
- Perform additional counts as necessary.
- Prepare sterile dressings and/or immobilization devices.
- Prepare and pass off specimen(s) as appropriate.
- Clean and prepare instruments for terminal sterilization.
- Assist other members of the team with terminal cleaning of room.
- Assist in prepping the OR for the next patient.
- Participate in debriefing and quality improvement practices to ensure quality patient care.
- Perform any duties of second scrub role as directed by surgeon.
- Second scrub role:
 - Perform all preoperative, intraoperative and postoperative duties necessary to appropriately prepare and conduct the surgical procedure, as directed by the surgeon, including:
 - Assist the surgical technologist in the first scrub role as instructed.
 - Review the patient's chart, identify patient, verify surgery to be performed with consent forms, and bring the patient to the assigned operating room.
 - Assist with transferring patient to the operating room table.
 - Monitor the comfort of the patient and provides verbal and tactile reassurance to the patient.
 - Assist in maintaining normothermia.
 - Assist the anesthesia provider.
 - Assist with positioning the patient, using appropriate equipment and anatomical principles to avoid patient injury.
 - Apply the electrosurgical grounding pad.
 - Assist with applying tourniquets and monitors before the procedure begins.
 - Complete the patient skin prep prior to draping by the sterile surgical team.
 - Perform instrument, sharps, and sponge counts with the surgical technologist in the first scrub role prior to the operation and before the incision is closed.
 - Anticipate additional supplies needed during the procedure.
 - Keep accurate records throughout the procedure.
 - Properly care for specimens.
 - Secure dressings after incision closure.

- Help transport the patient to the post anesthesia care unit.
- Perform urinary catheterization.
- Update and keep accurate records of the surgeon's preferences.

Required Knowledge for Surgical Technologist

- Knowledge of the surgical procedure being performed and the needs of the surgeon.
- Knowledge and ability to ensure quality patient care during the operative procedure
- Knowledge of the theory and application of the principles of asepsis and sterile technique.
- Knowledge of human anatomy.
- Knowledge of surgical instruments, equipment and supplies.
- Knowledge of proper specimen care.
- Knowledge of patient service needs assessment, meeting quality standards for services, and evaluation of patient satisfaction.
- Education for the purposes of teaching and instruction for individuals and groups.
- Psychology of human behavior and understanding of individual differences in ability, personality, and interests, learning and motivation.
- Management, planning, leadership, allocation of resources, and coordination of resources.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Surgical Technologists

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Judgment and decision making to choose the most appropriate action for patient care.
- Coordination of interdisciplinary team members; to address schedules and patient needs.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Surgical Technologist

- Requirements based on facility requirements.
- Education and/or Training Preferred: Completion of an accredited surgical technology program.
- Licensure and/or Certification Preferred: Current certification by the National Board of Surgical Technology and Surgical Assisting (NBSTSA) as a Certified Surgical Technologist. Additional certification (such as BLS, ACLS PALS, and NRP) completed before start date as determined by position.

Telemetry Tech

The Telemetry Tech will monitor heart rhythms using electrocardiographic (EKG) equipment in accordance with physician orders and facility policies and procedures and document work appropriately.

Tasks for Telemetry Tech

- Review patient medical information.
- Prepare patients for EKG.
- Oversee cardiac monitoring of patients.
- Prepare, maintain and interpret telemetry waveform data.
- Observe and interpret cardiac rhythms.
- Advise physician, nurse and other professionals of any changes in the patient's condition.
- Ensure that all equipment is in working order and cleaned between patients.
- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration.
- Maintain accurate, detailed reports and records.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Telemetry Tech

- Knowledge of heart rhythms.
- Knowledge of relevant anatomy and physiology.
- Knowledge of relevant medical terminology.
- Knowledge of EKG tests and procedures
- Knowledge of EKG equipment.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Telemetry Tech

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Computer skills and technical skills sufficient to operate all equipment
- Interpersonal skills to explain monitoring to patients.
- Strong fine motor skills.
- Normal color perception.
- Spatial ability.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action for patient care.

- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Telemetry Tech

- Education and/or Training Required: Associates degree or completion of training course accredited by the National Telemetry Association.
- Licensure and/or Certification: Telemetry certification at hire date as required by the position. Additional certification completed before start date as determined by position.

Vascular Interventional Tech

The Vascular Interventional Tech makes images and perform or assist in the performance of procedures on veins and arteries in accordance with physician orders and facility policies and procedures and document work appropriately. Certification is required.

Tasks for Vascular Interventional Tech

- Perform routine radiographic procedures and views.
- Prepare and position patient for procedures.
- Set up equipment for procedures.
- Prepare patient and self for sterile technique.
- Assist physician in performing more complex procedures.
- Assist in the movement of patients to and from wheelchairs, stretchers, and radiographic tables.
- Prepare and/or administer contrast media.
- Describe procedures to patient.
- Provide radiation protection to patient, staff and self according to prescribed safety standards.
- Supply results of procedures to a physician for diagnosis,
- Insure that all equipment is in working order.
- Diagnose equipment problems.
- Inform appropriate person of the necessity of equipment repairs or calibration.
- Maintain accurate, detailed reports and records.
- Comply with all facility policies and HIPAA regulations relating to confidentiality.

Required Knowledge for Vascular Interventional Tech.

- Knowledge of relevant biology.
- Knowledge of relevant anatomy and physiology.
- Knowledge of relevant medical terminology.
- Knowledge of radiation safety
- Knowledge of equipment used during procedures,
- Knowledge of radiological equipment.
- Knowledge of language and communication of information via written, oral, and visual media methods.

Skills Required for Vascular Interventional Tech

- Service to actively help others.
- Written and oral communication abilities to effectively and clearly convey information and ideas so others will understand and to effectively understand information and ideas presented by others, including reading comprehension and active listening.
- Computer skills and technical skills sufficient to operate all equipment.
- Strong fine motor skills.
- Normal color perception.

- Spatial ability.
- Ability to adapt easily to changing tasks and conditions.
- Ability to complete assigned tasks under time pressure.
- Attention to detail and ability to pay attention to all details of a task.
- Judgment and decision making to choose the most appropriate action for patient care.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Social awareness of others' reactions and body language.
- Problem solving using evidence-based practice.
- Perception to understand and recognize a problem.
- Reasoning to combine pieces of information to form general rules or conclusions.
- Vision to accurately see and process details.
- Memorization to remember and recall information such as words, numbers, pictures, and procedures.

Qualifications Required for Vascular Interventional Tech

- Education and/or Training Required: Graduate of a Radiation Technologist training program from an American Medical Association approved school.
- Licensure and/or Certification: Registration with the American Registry of Radiologic Technicians (ARRT), BLS and ACLS certification required at hire date. Additional certification (RCES, RCIS or HRS CEPS) completed before start date as determined by position.

State Addenda

trusted

California Addendum to the Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all California employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

EQUAL EMPLOYMENT OPPORTUNITY

The Company prohibits discrimination and harassment based on an employee requesting or taking any type of leave from work that is protected by law, such as family and medical leave, pregnancy disability leave, reproductive loss leave, bereavement leave, time for jury duty or to appear in court as a witness, time off for a victim of a qualifying act of violence to obtain specified relief, or another leave taken or requested pursuant to applicable state or federal law.

Additional materials, including training, on this subject can be found on the California Civil Rights Department website: <https://civildrights.ca.gov/shpt/>

MEAL AND/OR REST BREAKS

When you work a shift of more than five hours, the Company provides you with an at least 30-minute, off duty, continuous, unpaid and uninterrupted meal period by the end of the 5th hour of work, unless you work 6 hours or less in a workday and you and the Company agree to voluntarily waive the meal period. You should begin your meal period by no later than the end of your fifth hour of work.

When you work a shift of more than 10 hours, the Company provides you with a second at least 30-minute off-duty, continuous, unpaid and uninterrupted meal period by the end of the tenth hour of work. However, if you work more than 10 hours in a shift, then you and the Company can agree to waive your second meal period.

Each non-exempt employee is required to record accurately the time they begin and end each meal period. Non-exempt employees must not perform any work “off the clock” during meal periods. Any time spent performing work during a meal period must be reflected on the employee’s time record. Employees will be subject to discipline for violating this policy.

Employees are authorized and permitted to take one paid at least 10-minute continuous, off-duty, uninterrupted rest break for every four hours worked or major portion thereof. Rest breaks should be taken as close to the middle of each four-hour work period as practicable. Employees working fewer than 3.5 hours in a shift are not entitled to a rest break. If you work between 3.5 and six hours in a shift, then you are authorized and permitted to take one paid rest break each shift. If you work more than six hours in a shift, then you are authorized and permitted to take two paid rest breaks each shift. If you work more than 10 hours in a shift, then you are authorized and permitted to take an additional rest break (and so on with additional breaks for each four hour or major fraction thereof time interval). The Company encourages employees to take all authorized rest breaks each shift.

You are relieved of all your work duties during your meal periods and rest breaks, and you are free to use this time for whatever purpose you desire, including leaving the premises. If you are not provided with a meal period or rest break as specified in this policy, or anyone directs or encourages you to skip your meal periods or rest breaks, you must contact Human Resources immediately. You may do so without fear of retaliation, which Company policy prohibits.

Employees may not add their rest breaks to their meal periods to take a longer meal period. Employees also should not work through their meal or rest periods in order to arrive late or leave early.

The Company will assume that you have been provided with your complete and uninterrupted meal periods (as reflected in your time records), as well as your rest breaks as set forth in this policy, unless you notify your manager or Human Resources of a problem with a meal period or rest break.

If one of the following occurs, then you will be paid in accordance with applicable law:

1. Your time records reflect a missed, short, or late meal period (without the ability to restart a full, timely meal or rest break after the interruption ends).
2. You report being required to work during your meal periods or rest breaks (without the ability to restart a full, timely meal or rest break after the interruption ends).
3. You report being required to return to work prior to the end of your meal periods or rest breaks (without the ability to restart a full, timely meal or rest break after the interruption ends).
4. You report being required to delay your meal periods until after the end of your 5th hour of work.
5. You report otherwise being denied a meal period or rest break.

If you have any questions regarding this policy or your meal period and rest break entitlements, please contact Human Resources immediately.

CELL PHONE EXPENSES

An employee who carries a cell phone and uses it for necessary business communications will be reimbursed in the amount of \$5 per week for the reasonable percentage of the total cost of the monthly bill, to cover the employee's reasonable and necessary business use. The Company reserves the right to request proof of payment by the employee of the cell phone service provider's statement.

CALIFORNIA SHORT-TERM DISABILITY INSURANCE (SDI) BENEFITS

All California employees are covered under the State of California's short-term disability insurance (SDI) program. This program provides partial wage replacement benefits to eligible employees who suffer a wage loss when they are unable to work due to a non-work-related illness or injury, or due to pregnancy or childbirth.

Employees apply for such benefits through the California Employment Development Department (EDD). The EDD determines both employee eligibility and the amount of any SDI benefits due. SDI benefits are funded by employee payroll deductions and are paid to an eligible employee by the State of California. For additional information, contact the EDD.

CALIFORNIA PAID FAMILY LEAVE (PFL) BENEFITS

All California employees are covered under the State of California's paid family leave insurance plan (PFL). This program provides up to eight (8) weeks of partial pay in any 12-month period to an employee to take time off work to care for a seriously ill parent, spouse, registered domestic

partner, child, grandparent, grandchild, parent-in-law, or sibling, to bond with a newborn child or a newly placed adopted or foster child, or to participate in a qualifying event because of a family member's military deployment. PFL does not create any additional rights to time off of work and is not a job-protected leave. PFL is a wage replacement benefit only.

PFL is funded by employee payroll deductions and PFL benefits are paid to an eligible employee by the State of California. For additional information, contact the EDD.

CALIFORNIA BEREAVEMENT LEAVE

All California employees who have worked for the Company for at least 30 days are eligible for up to five days of unpaid bereavement leave upon the death of a covered family member, or upon a reproductive loss event. Employees may use their accrued and available paid sick leave to receive pay during otherwise unpaid CA Bereavement Leave.

Unless otherwise provided by applicable law, "covered family members" include the employee's spouse, child, parent, sibling, grandparent, grandchild, domestic partner, or parent-in-law. A reproductive loss event is defined as the day or, for a multiple-day event, the final day of a failed adoption, failed surrogacy, miscarriage, stillbirth, or an unsuccessful assisted reproduction. If an employee experiences more than one reproductive loss event within a twelve month period, then the employee may use California Bereavement Leave on multiple occasions, up to a maximum of 20 days per 12 month-period (up to 5 days per event).

In the event of a death of a covered family member, CA Bereavement Leave must be taken within three months of the family member's death. The Company may require you to provide documentation of the family member's death. No documentation is required in the case of a reproductive loss event.

CALIFORNIA SURVIVORS OF VIOLENCE AND FAMILY MEMBERS OF VICTIMS LEAVE AND ACCOMMODATION

If you or your Family Member are a victim of a Qualifying Act of Violence, then you may take time off for the following reasons related to the Qualifying Act of Violence:

1. To obtain or attempt to obtain any relief for you or the Family Member, including but not limited to a temporary restraining order, restraining order, or other injunctive relief, to help ensure the health, safety, or welfare of you or the Family Member;
2. To seek, obtain, or assist a Family Member to seek or obtain, medical attention for injuries;
3. To seek, obtain, or assist a Family Member to seek or obtain, services from a domestic violence shelter, program or rape crisis center;
4. To seek, obtain, or assist a Family Member to seek or obtain, psychological counseling;
5. To participate in safety planning and take other actions to increase safety from future Qualifying Acts of Violence;
6. To relocate or engage in the process of securing a new residence, including, but not limited to, temporary or permanent housing or enrolling a child in a new school or childcare;
7. To provide care to a Family Member who is recovering from injuries;
8. To seek, obtain, or assist a Family Member to seek or obtain civil or criminal legal services;

9. To prepare for, participate in, or attend civil, administrative, or criminal legal proceedings;
or
10. To seek, obtain, or provide childcare or care to a care-dependent adult if necessary to ensure the safety of the child or dependent adult.

Qualifying Act of Violence means domestic violence, sexual assault, stalking, or an act, conduct, or pattern of conduct in which an individual (1) causes bodily injury or death to another individual; (2) exhibits, draws, brandishes, or uses a firearm, or other dangerous weapon, with respect to another individual, or (3) uses, or makes a reasonably perceived or actual threat to use, force against another individual to cause physical injury or death.

Family Member means a child, parent, grandparent, grandchild, sibling, spouse, domestic partner, or designated person (any individual related by blood or whose association with you is the equivalent of a family relationship). You may identify a designated person at the time you request leave, but you are limited to one designated person per 12-month period.

Amount of Leave. If you are not a victim yourself, but your Family Member is a victim who is not deceased, then you may take up to 10 days of leave under this policy. If you are a victim under this policy, then you may take up to twelve (12) weeks of leave for qualifying reasons under this policy, which will run concurrently with any other applicable leave provided by law.

Notice. If you need time off or an accommodation in the workplace on account of a Qualifying Act of Violence, then you should notify Human Resources as soon as possible so that appropriate steps can be taken. If advance notice for time off is not possible, then you must provide appropriate written certification of the reason for the absence upon return to work.

Confidentiality. The Company will make reasonable efforts to maintain the confidentiality of any employee requesting time off or a workplace accommodation on account of a Qualifying Act of Violence.

Leave is Unpaid. Time off on account of Qualifying Acts of Violence is unpaid. However, you may elect to use any accrued and available sick time for the otherwise unpaid leave.

No Retaliation or Discrimination. You may request and use leave under this policy without fear of retaliation or discrimination. Company policy prohibits retaliation and/or discrimination.

CALIFORNIA FAMILY MILITARY LEAVE

Eligible California employees are entitled to take up to 10 days of unpaid Family Military Leave when their military spouse or registered domestic partner is on leave from deployment during a time of military conflict. To be eligible, you must work for the Company an average of at least 20 hours per week, and be the spouse or registered domestic partner of a member of either:

1. United States Armed Forces who has been deployed during a period of military conflict to an area designated as a combat theater or combat zone by the President of the United States; or
2. National Guard or Reserves who has been deployed during a period of military conflict.

You must provide notice to the Company within two business days of receiving official notice that your military spouse or registered domestic partner will be on leave from deployment. You also must provide documentation certifying that the time period of your military spouse's (or registered domestic partner's) leave from deployment matches the dates that you are requesting leave.

CALIFORNIA VICTIMS OF CRIME LEAVE

Any employee who is a victim of a crime or a covered family member of a victim of a crime may take time off to attend judicial proceedings related to the crime. "Covered family member" includes the employee's child, stepchild, spouse, registered domestic partner, parent, stepparent, parent-in-law, parent of employee's registered domestic partner, sibling, step-sibling, half-sibling, and any other individual whose close associate with the employee is equivalent to these family relationships.

If an employee needs this leave, they must provide the Company with a copy of the notice of each scheduled proceeding that is provided to the victim by the responsible agency, unless such advance notice is not feasible. For unscheduled absences, the Company may require documentation of the scheduled proceeding including court notice, subpoena, notice from the prosecutor's office, or documentation from a victim's advocacy group representing the victim.

If desired, you may use any accrued and available sick time while attending judicial proceedings relating to a crime. Otherwise, the time off will be unpaid, consistent with applicable law.

CALIFORNIA LEAVE FOR CRIME VICTIM TO BE HEARD IN COURT

Any employee who is the victim of a crime listed below, or whose parent, child, spouse, registered domestic partner, sibling, or guardian is the victim of any such crime, may take time off from work to appear in court to be heard at any proceeding, including any delinquency proceeding, in which a right of the victim is at issue.

The crimes for which this leave may be taken are: (1) vehicular manslaughter while intoxicated, (2) felony child abuse likely to produce great bodily harm or death, (3) assault resulting in the death of a child under eight years of age, (4) felony domestic violence, (5) felony physical abuse of an elder or dependent adult, (6) felony stalking, (7) solicitation for murder, (8) a "serious felony" as defined under the California Penal Code, (9) hit-and-run causing death or injury, (10) felony driving under the influence causing injury, and (11) sexual assault.

Time off for this purpose is unpaid, unless otherwise required by law. You may elect to use accrued and available paid sick time for the otherwise unpaid leave.

You must give reasonable advance notice of the need for such leave unless advance notice is not feasible. Certification must be provided within a reasonable time after any unscheduled absence.

CALIFORNIA WITNESS DUTY LEAVE

Employees may be required by law to appear in court as a witness. Non-exempt employees will be provided time off without pay for this purpose. You may elect to use accrued paid sick time for the otherwise unpaid leave. Employees must provide reasonable advance notice to the Company of the date of intended absence.

CALIFORNIA ORGAN AND BONE MARROW DONOR LEAVE

Employees who have worked for the Company for at least 90 days may take time off to donate bone marrow or an organ to another person. Please reach out to Human Resources for details of this leave if it applies to you.

CALIFORNIA LEAVE FOR EMERGENCY SERVICE

The Company will give unpaid time off to an employee to perform emergency duty as a volunteer firefighter, reserve peace officer, or emergency rescue personnel.

The Company also will provide eligible employees who volunteer as firefighters, reserve peace officers, or emergency rescue personnel with an unpaid leave of absence of up to 14 days per calendar year, for the purpose of training. If you need time off on account of such training, you should notify Human Resources as soon as possible so that arrangements to accommodate the absence may be made.

Time off is unpaid. No action will be taken against any employee in any manner for requesting or taking any time off as provided for in this policy.

CALIFORNIA FAMILY RIGHTS ACT SUPPLEMENT TO FMLA POLICY

Similar to the FMLA, eligible California employees can take up to 12 weeks of unpaid leave in a 12-month period under the California Family Rights Act (“CFRA”) for:

- **Birth/Placement (Bonding)** — to care for a child born to or placed for adoption or foster care with the employee;
- **Employee Medical** — because of the employee’s own serious health condition, which renders the employee unable to perform the functions of his or her position except for leave taken for disability on account of pregnancy, childbirth, or related medical condition;
- **Family Care** — to care for the employee’s parent (biological, foster, or adoptive parent, a stepparent, in-law, a legal guardian, or other person who stood in loco parentis to the employee when the employee was a child), child (biological, adopted, or foster child, a stepchild, a legal ward, a child of a domestic partner, or a person to whom the employee stands in loco parentis), spouse, registered domestic partner, sibling, grandparent, grandchild, or designated person (designation is limited to once annually) with a serious health condition; or
- **Qualifying Exigency** — because of a qualifying exigency related to the covered active duty or call to covered active duty of an employee’s spouse, registered domestic partner, child, or parent in the Armed Forces of the United States, as specified in Section 3302.2 of the Unemployment Insurance Code.

To be eligible for CFRA leave, the employee must (1) have worked for the Company for at least 12 months; and (2) have worked at least 1,250 hours during the 12 months before the leave is to begin. There is no geographical requirement like there is for FMLA leave. Certification procedures similar to the FMLA certification procedures apply to CFRA leave. Group health benefits will be continued during a CFRA leave for a maximum of 12 weeks in a 12-month period, including any benefits provided during an FMLA leave during the 12-month period, unless: (1) the leave is to care for an injured service member, in which case group health benefits will continue for up to a total of 26 weeks in a 12-month period; or (2) the leave is for the employee’s own pregnancy-related disability, in which case the employee’s group health benefits will continue for the period the employee is actually disabled by pregnancy (up to a maximum of four months) through the end of the employee’s CFRA leave.

Reinstatement rights are also the same under both the FMLA and the CFRA. If leave is covered by both the FMLA and CFRA, then leave taken under the CFRA will run concurrently with leave taken under the FMLA.

Second and Third Opinions

The Company may require second and third opinions only for the serious health condition of the employee.

Intermittent Bonding Leave

Under the CFRA, an employee may be eligible for intermittent Birth/Placement leave. However, such intermittent leave generally must be taken in periods of at least two weeks' duration, except on two occasions an employee can request such leave for a period of less than two weeks' duration.

Additional Leave Available In Connection with Pregnancy Disability Leave

Leave for pregnancy-related disability is covered under the FMLA, but not the CFRA. Therefore, if an employee takes FMLA leave for a pregnancy-related disability, the employee may be eligible for up to an additional 12 weeks of leave in the 12-month period under the CFRA for reasons other than pregnancy-related disability. The amount of any such available CFRA leave will be reduced by any other CFRA leave taken during the 12-month period.

Leave Is Unpaid/Substitution of Paid Leave

CFRA leave generally is unpaid leave. However, if you are taking Employee Medical Leave, then any available sick leave may be used during otherwise unpaid leave. If leave is taken for a reason other than Employee Medical, you have the option of using any available sick leave, in accordance with the terms of the sick leave policy during a Family Care Leave. In addition, you may be eligible for workers' compensation benefits, state disability or paid family leave (PFL) benefits through the State of California during all or part of the 12-week leave period. If you are receiving state disability, workers' compensation, or PFL benefits during your CFRA leave, then you will not be required to use sick time during that time, but may elect to use your sick time to supplement those benefits, although you generally may not receive more than an amount equal to 100% of your salary from a combination of paid time and disability, workers' compensation, or PFL benefits. The receipt of disability, PFL, or workers' compensation benefits or the substitution of paid leave for unpaid leave time does not extend the maximum CFRA leave period.

CALIFORNIA PREGNANCY-RELATED DISABILITY LEAVE AND ACCOMMODATION POLICY

Under California law, if you are disabled due to pregnancy, childbirth or related medical conditions, you are eligible for an unpaid leave of absence of up to four months for the period of such disability. When medically advisable, a Pregnancy Disability Leave may be taken intermittently or on a reduced work schedule. Multiple disability leaves for the same pregnancy will be combined for purposes of calculating the four months.

Additional leave may be available to eligible employees under the Family and Medical Leave Policy and/or the California Family Rights Act Leave Policy.

You may be entitled to transfer to a less strenuous or hazardous position, where such transfer is medically advisable because of pregnancy, childbirth, or a related medical condition and can be reasonably accommodated. You also may be entitled to reasonable accommodation for conditions related to pregnancy, childbirth or related medical conditions upon request. A request

for reasonable accommodation or transfer must be supported by the written certification of your health care provider that such an accommodation or transfer is medically advisable.

Pregnancy Disability Leaves generally are unpaid. You may choose to use any accrued sick leave during a Pregnancy Disability Leave. In addition, you may be eligible for state disability benefits during the leave, although you generally may not receive more than an amount equal to 100% of your salary from a combination of paid time and state disability benefits. The substitution of paid time for unpaid leave time and/or the receipt of disability benefits does not extend the maximum four-month Pregnancy Disability Leave period.

During an approved Pregnancy Disability Leave, the Company will maintain your group benefits under the same conditions as if you had continued to be actively employed for a maximum of four months.

During a Pregnancy Disability Leave, you will not accrue sick leave other than during periods in which you are using sick leave.

If possible, you must provide at least thirty (30) days' notice of your intention to take leave, or as much notice as is practicable under the circumstances. A request for leave must be supported by a medical certification from your healthcare provider.

Generally, upon return from an approved Pregnancy Disability Leave that does not exceed the maximum available leave, you will be reinstated to the same position or a comparable position, subject to any applicable exceptions. However, you have no greater rights to reinstatement or to other benefits and conditions of employment than if you had not taken the Pregnancy Disability Leave. As a condition of returning from a Pregnancy Disability Leave, you must provide the Company with a certification from your health care provider that you are able to resume work.

LACTATION ACCOMMODATION

Trusted On-Demand promotes and supports breastfeeding, and an employee's right to express breast milk while at work. Management and employees shall work together, with the Medical Facilities, to find mutually agreeable hours of work and breaks which support lactation accommodation. This shall be done within the policies of the Company and the Medical Facilities, as well as applicable law.

Employees who are expressing breast milk will be accommodated in accordance with governing legislation and the Company's reasonable accommodation policies. Employees have the right to request lactation accommodation, either verbally or in writing to Human Resources, and the Company will respond to the employee within five days. If the Company is unable to provide the requested accommodation, the Company shall respond to the employee in writing.

A reasonable amount of break time will be provided to accommodate an employee desiring to express breast milk for the employee's child. Whenever possible, lactation breaks will run concurrently with existing meal or rest break time. If it is not possible for the lactation break to run concurrently with existing break time, an unpaid lactation break will be provided to the employee. Any additional time needed to accommodate an employee desiring to express breast milk for the employee's child will be provided unpaid, and will not subject the employee to disciplinary action.

The Company cannot control the use of Medical Facility rooms. For purposes of expressing breast milk, where required by law, the Medical Facility should have a private, safe and sanitary place, other than a restroom, in close proximity to the employee's workplace, which is shielded from view and free from intrusion and toxic and hazardous materials ("Lactation Location"). The Lactation Location will include an electrical outlet, a chair or other suitable place to sit, a surface

on which to place a breast pump and other personal items, and nearby access to running water. The Lactation Location may vary according to available, empty rooms at each location. Handwashing facilities and a refrigerator will be available at all sites. Appropriate signage for privacy, where requested, will be provided. Please consult with your Medical Facility regarding the use of the Lactation Location. If the Medical Facility refuses your request for use of a Lactation Location, please contact Human Resources. Employees are not required to use the Lactation Location when expressing breast milk.

Employees will be responsible for the storage of the expressed milk. The milk may be stored in the refrigerator provided. To ensure the safety of stored breast milk, it is recommended that the container used to store the milk be sealed in a plastic bag to protect the milk from contamination.

Employees have the right to file a complaint with the Labor Commissioner for any violation of a right under California's lactation accommodation laws (Ch. 720, SB 142, Cal. Lab. Code §§ 1030, 1031, 1033 and 1034).

SAN FRANCISCO PAID PARENTAL LEAVE ORDINANCE

*San Francisco Employees Only

Covered Employees who receive California Paid Family Leave benefits to bond with a new child are entitled to up to eight weeks of supplemental compensation from the Company, known as Paid Parental Leave Ordinance (PPLO) Supplemental Compensation.

A "Covered Employee" entitled to supplemental compensation under the PPLO is an employee:

- Who began employment with the covered employer at least 180 days prior to the start of the leave period;
- Who performs at least eight hours of work per week for the employer in San Francisco;
- At least 40% of whose total weekly hours worked for the employer are in San Francisco; and,
- Who is eligible to receive paid family leave compensation under the California Paid Family Leave law for the purpose of bonding with a new child.

During the leave period, the Company will provide supplemental compensation in an amount such that the California Paid Family Leave wage replacement plus the supplemental compensation equals 100% of the employee's gross weekly wage, subject to a cap.

To be eligible for PPLO benefits, employees must first apply for California Paid Family Leave before seeking San Francisco Paid Parental Leave benefits. To apply for California Paid Family Leave, contact the EDD or visit the EDD website.

SAN FRANCISCO FAMILY FRIENDLY WORKPLACE ORDINANCE

Employees who have been employed by Company for at least six (6) months and who work at least 8 hours per week on a regular basis within the geographic boundaries of San Francisco (or telework at home outside the city, but report to an office in the city) may request a flexible or predictable working arrangement to assist with caregiving responsibilities in accordance with the San Francisco Family Friendly Workplace Ordinance. The employee may request the flexible or predictable working arrangement to assist with care for:

- a child or children under the age of eighteen;
- a person or persons with a serious health condition in a family relationship with the employee; or
- a person (age 65 or older) in a family relationship, as defined by applicable law, with the employee.

Your request must be in writing. The arrangement may include, but is not limited to, a change in your terms and conditions of employment as they relate to the number of hours you are required to work, which may include by way of example and not limitation part-time work, part-year employment, or job sharing arrangements; your work schedule, which may include modified hours, variable hours, predictable hours, or other schedule changes or flexibilities; your work location, which may include by way of example and not limitation telework; and modifying your work assignments or duties. The notice shall state, the date on which you request that the arrangement becomes effective, and the duration of the arrangement, and the notice shall explain how the request is related to care giving. The Company will respond within 14 days.

If the Company does not agree, it shall engage in an interactive process with you and the Medical Facility to attempt in good faith to determine a flexible or predictable working arrangement that is acceptable to you, the Medical Facility and the Company. The Company may deny a flexible or predictable working arrangement that would be acceptable to the employee only if granting such an arrangement would cause the Company or Medical Facility undue hardship by causing significant expense or operational difficulty when considered in relation to the size, financial resources, nature, or structure of the Company's or Medical Facility's business. If an employee's request is denied, the Company will provide a written response that sets out the bona fide business reason for the denial and notifying the employee of the right to request reconsideration of this decision and the right to file a complaint subject to and in accordance with applicable law. Please contact Human Resources for additional information.

SAN FRANCISCO PAID MILITARY LEAVE

In accordance with San Francisco's Military Leave Pay Protection Act ("Act"), covered employees will receive paid military leave in the form of supplemental compensation for leave periods up to 30 days per calendar year while on Military Duty as defined by the Act.

Supplemental compensation pay is the difference between the amount of a covered employee's gross military pay and the gross pay the covered employee would have received if the employee was working a regular work schedule with the Company (excluding overtime unless it is regularly scheduled as part of the covered employee's regular work schedule).

The covered employee's pay under this policy shall be offset by any other amounts required to be paid under any other law or Company policy. At no time will the covered employee's pay under this policy result in the covered employee receiving greater compensation while on leave for Military Duty.

Covered employees may take leave in daily increments for one or more days at a time for up to 30 days in any calendar year.

If the covered employee received supplemental compensation under this policy and is fit for employment in the covered employee's previous position upon release from leave for Military Duty, and does not return to the covered employee's position within 60 days of release, the

Company may exercise its option to treat the supplemental compensation as a loan payable with interest under the provisions of the Act.

A “covered employee” is an employee who (1) works within the geographic boundaries of San Francisco, including part-time and temporary employees, and (2) is a member of the reserve corps of the United States Armed Forces, National Guard, or other uniformed service organization of the United States.

Colorado Addendum to the Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Colorado employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

MEAL AND REST BREAKS

All employees whose work shift exceeds 5 consecutive hours must receive a 30 minute meal period. Such meal period will occur, to the extent practical, at least one hour after the shift begins and at least one hour before the shift ends. Employees are relieved of all work duties during meal periods and should not perform any work during them.

Covered employees also must receive a 10-minute rest break once every 4 hours worked or major fraction thereof (as close to the middle of each 4 hours as possible). As with meal periods, employees are relieved of all work duties during rest breaks and should not perform any work during them.

If you are not provided with a meal period or rest break as specified in this policy, or if anyone directs or encourages you to skip or shorten any meal period or rest break, then you must immediately contact Human Resources. You may do so without fear of retaliation, which the Company prohibits.

The Company will assume that you have been provided with your meal periods and rest breaks as set forth in this policy unless you notify Human Resources of a problem. If you were not provided a meal period or rest break consistent with this policy, then you will be paid for the missed meal period or rest break in accordance with Colorado law. Employees will be subject to discipline for violating this policy.

If you have any questions about this policy or your meal period and rest break entitlements, then please contact Human Resources.

COLORADO PAID FAMILY AND MEDICAL LEAVE

The Colorado Paid Family and Medical Leave (“CO-PFML”) Insurance Act provides paid leave benefits to employees who are unable to work for certain reasons. The leave benefits are provided by the state of Colorado and funded through employee and employer tax contributions.

Eligibility

To be eligible for CO-PFML benefits, employees must work in Colorado and have earned at least \$2,500 in wages subject to premiums under the CO-PFML law during either (a) the first four of the last five completed calendar quarters immediately preceding the application year, or (b) the last four completed calendar quarters immediately preceding the application.

Reasons and Duration of Leave

Employees in Colorado who meet the eligibility requirements of the CO-PFML law will be entitled to up to:

- o 12 weeks of CO-PFML paid leave in an application year:

- because of birth, adoption or placement through foster care, the employee is caring for a new child during the first year after the birth, adoption or placement of that child;
 - to care for a family member with a serious health condition (including pregnancy);
 - because the employee has a serious health condition;
 - because of any qualifying exigency arising out of a Covered Family Member's active duty service or notice of an impending call or order to active duty in the armed forces; and
 - safe leave for certain reasons because the employee or a Covered Family Member is the victim of domestic violence, stalking, sexual assault, or abuse.
- o 4 weeks of additional CO-PFML paid leave in an application year for a serious health condition related to pregnancy complications or childbirth complications.

For purposes of this policy, "family member" is defined as: an employee's child , parent , spouse or domestic partner; a grandparent, grandchild, or sibling , of an employee or an employee's spouse or domestic partner; or any other individual with whom an employee has a significant personal bond that is or is like a family relationship, regardless of biological or legal relationship.

Application Year

The application year is the 12-month period beginning on the first day of the calendar week in which an employee's benefit start date occurs. An application year is determined by the rolling 12-month period measured backward from an employee's first day of leave taken.

Notice to Employer

If the need for CO-PFML is foreseeable, the employee must provide the Company with not less than 30 days' notice, before the date of the leave is to begin, of the employee's intention to take leave. If 30 days' advance notice is not possible, notice must be given as soon as practicable. Employees should make reasonable efforts to schedule CO-PFML so as not to unduly disrupt the Company's operations.

Proper notice of the need for CO-PFML must include the anticipated start time, anticipated duration, and where applicable, anticipated frequency, of CO-PFML.

For employees on intermittent leave, these scheduling and notice requirements apply to each absence.

An employee who fails to provide proper notice as described in this policy may be subject to disciplinary action.

How to File a Claim

CO-PFML is provided by the state of Colorado. Accordingly, employees must file claims for CO-PFML benefits with the Colorado Division of Family and Medical Leave Insurance (the "Division") using the Division's forms. Applications may be submitted online, by mail, or by email,

up to 30 days prior to the benefit start date. If the need for CO-PFML is unforeseeable, or if submitting an application in advance of the leave is otherwise impracticable, applications may be submitted up to 30 days after the leave has begun. Employees will be required to provide verification of the need for CO-PFML consistent with applicable law.

After an application is properly filed, the Division will adjudicate the claim within two weeks.

Benefit Amount

An employee's weekly benefit amount will be based on earnings and established through a formula set by the state of Colorado. More information about how benefits are calculated can be found on the Colorado Family and Medical Leave Insurance Program Website Premium and Benefits Calculator.

No Waiting Period

There is no waiting period that must be completed before CO-PFML benefits are paid.

Use of Accrued and Other Paid Leave During CO-PFML

Employees may elect to use Company provided paid sick leave, as applicable, while receiving CO-PFML benefits, provided that the employee's total compensation does not exceed the employee's average weekly wage. To the extent employees make such an election, the time will run concurrently against their CO-PFML balance.

Concurrent Leave

CO-PFML will run concurrently with leave under the Family and Medical Leave Act, Colorado Family Care Act, and any other Company policy or applicable law to the greatest extent allowable by applicable law.

Intermittent Leave

CO-PFML may be taken in the form of continuous leave, intermittent leave, or reduced leave schedule.

Employees may take intermittent leave in increments of one hour.

Benefits are not payable until an employee accumulates at least eight (8) hours of CO-PFML benefits.

Continuation of Health Insurance

The Company will maintain any health care benefits the employee had prior to the CO-PFML for the duration of the leave, as if the employee had continued in employment continuously during the period of leave. This includes any benefits provided to the employee by the Company related to the improvement or maintenance of the employee's health, including but not limited to health insurance, dental insurance, vision insurance, and mental health, counseling, and addiction services.

Returning to Work/Job Protection

Employees who have been employed with the Company for at least 180 days prior to the commencement of the employee's CO-PFML are generally entitled to return to their position or to

an equivalent position with equal benefits, pay and other terms and conditions of employment, subject to any applicable exceptions. However, they have no greater rights to reinstatement or to other benefits and conditions of employment than if they had not taken leave. The Company does not control job openings and placements, and all jobs and placements are subject to the needs and requirements of the Medical Facilities.

No Retaliation

Retaliation against an employee for requesting, applying for, or using CO-PFML for which the employee is eligible is prohibited. If you believe you have been retaliated against or treated adversely for requesting or taking CO-PFML, please contact Human Resources.



COLORADO
Department of
Labor and Employment

COLORADO WAGE & HOUR RIGHTS & RESPONSIBILITIES:
The COMPS Order (Colorado Overtime & Minimum Pay Standards) Poster & Notice

Effective 1/1/2025
Use new version released by each December

Colorado Minimum Wage: \$14.81 per hour in 2025, updated yearly (COMPS Rule 3)

- Must pay at least minimum wage for all time worked, whether by hour, salary, commission, piece rate, etc.
- Use the highest minimum wage applicable; coloradolaborlaw.gov lists all local minimum wages
- 15% lower is allowed for unemancipated minors — but not for some local minimum wages

Overtime: 1½ regular rate after 40 weekly hours, or 12 daily or consecutive (Rule 4)

- Can't give time off instead of overtime pay; can't average overtime and non-overtime weeks (or days)
- Agriculture: Overtime after 48 hours (56 at some highly seasonal sites); extra breaks and pay on long days
- Some (not all) jobs in health, ski, and heavy vehicles are partly or fully exempt (Rules 2.3-2.4)

Meal Periods: 30 minutes uninterrupted & duty-free, in shifts over 5 hours (Rule 5.1)

- Can be unpaid only for employees completely relieved of duty, and allowed to do personal activities
- If work doesn't allow uninterrupted meal periods: must allow eating on duty, on paid time
- As much as practical, meal periods must be at least 1 hour after starting shifts, and 1 hour before ending

Rest Periods: 10 minutes, paid, every 4 hours (Rule 5.2)

# Work Hours:	Up to 2	>2, up to 6	>6, up to 10	>10, up to 14	>14, up to 18	>18, up to 22	>22
# Rest Periods:	0	1	2	3	4	5	6

- Need not be off-site, but must not include work, and should be in the middle of the 4 hours if practical
- Rest periods count as time worked, including for minimum wage and overtime
- Extra pay is owed for rest period time not authorized or permitted, including for employees not paid hourly
- Break rules differ for some agricultural work (Rule 2.3, & the Agricultural Labor Conditions Rules)

Deductions, Credits, Charges, & Withheld Pay (Rule 6, & Colorado Wage Act)

- Final pay: Owed promptly (if a termination by employer) or at next pay date (if employee resigned)
- Unused vacation: Must pay to departing employees, even if fired for cause or resigned without notice
- Tip credit: Can lower hourly pay up to \$3.02 if tips (not service charges) aren't diverted to untipped staff
- Meals: Can charge cost or value (without profit) of voluntarily accepted meals
- Lodging: Can charge \$25-\$100 weekly (by housing type) if voluntary and primarily for employee benefit
- Uniforms: Can't charge or require deposits for special uniforms, special cleaning, or ordinary wear and tear
- Other deductions: Only for items in CRS 8-4-105; not for poor work, breakage, quitting without notice, etc.

Time Worked: All on-duty or on-premises time that must be paid (Rule 1.9)

- Cleanup or setup (examples: put on or remove clothes, or gear, worn only at work)
- Checking in or out (timeclock, security or safety screening, etc.), or waiting to do so
- Receiving or sharing work information, or wait for tasks — but not just off-duty time on premises
- Travel for employer benefit — but not normal commuting (Rule 1.9.2)
- Sleep time required to be on-site — but not if lengthy and uninterrupted (Rule 1.9.3)

Exemptions from COMPS (Rule 2.2 lists all; highlights below)

- Executive/supervisor, administrator, or professional: \$56,485 (updated yearly) in salary (not hourly pay)
- Other high-level work: non-manual jobs paid 2½ times the above salary; ½ owners who actively manage
- Some (not all) salespeople, computer professionals, drivers, camp/outdoor ed staff, or property managers
- Duties to pay wages, including most limits on deductions, still apply if exempt from COMPS

Employer Responsibilities (Rule 7)

- Give employees pay statements (total pay, rate, tips, credits, and time worked), and keep for 3 years
- Display this poster/notice where easily seen (or give to employees); also include in any handbook/manual
- Use translations (available from this Division) of this poster/notice for employees with limited English
- Not giving (or undercutting) posters or notices may disallow employer credits, deductions, or exemptions
- Individuals with control over work may be liable for wages and violations, even at incorporated employers

Complaint & Anti-Retaliation Rights (Rule 8)

- File complaints in the Division or Court, or send the Division confidential tips
- Retaliation, or actions interfering with rights, may yield fines or other consequences
- Immigration status is irrelevant to these rights, and can't be used to interfere with rights

Contact Us:

DIVISION OF LABOR STANDARDS & STATISTICS
303-318-8441 / 888-390-7936 / cdle_labor_standards@state.co.us (English or Spanish)

For all laws,
guidance, &
complaints:



[ColoradoLaborLaw.gov](https://coloradolaborlaw.gov)

Spanish
guidance &
complaints:



[LeyesLaboralesDeColorado.gov](https://leyeslaboralesdecolorado.gov)

This notice
in other
languages:



cdle.colorado.gov/LaborStandardsPosters

Connecticut Addendum to the Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Connecticut employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

DISCRIMINATION AND HARASSMENT

The Connecticut Commission on Human Rights and Opportunities provides employees with information concerning the illegality of sexual harassment and the remedies available to victims of sexual harassment which can be accessed here: [CHRO Sexual Harassment Notice](#).

PROTECTION OF SOCIAL SECURITY NUMBERS AND PERSONAL INFORMATION

The Company takes privacy seriously. To the extent possible, the Company intends to ensure the confidentiality of employees' Social Security numbers. The Company prohibits the unlawful disclosure of its employees' Social Security numbers.

Access to information or documents that contain employee Social Security numbers is limited to those who have a right/need to know. Generally, those who have a right/need to know include employees in Human Resources, Payroll, and Finance, although there may be individual circumstances where other individuals or departments have a right/need to know.

Prior to the disposal of any document, employees must first inspect it to determine whether it contains the Social Security numbers of any employees. If any document intended for disposal is found to contain employee Social Security numbers, you must forward that document to Human Resources which will be in charge of its proper disposal. The Company has determined that shredding is the only currently acceptable method of disposing of documents containing employee Social Security numbers.

Any employee that violates this policy may be subject to discipline, up to and including immediate termination.

MEAL PERIODS

Employees scheduled to work seven and one-half consecutive hours or more will receive one 30 minute unpaid meal period after the first two hours of work but no later than the last two and one-half hours of the employee's scheduled shift.

CONNECTICUT FAMILY AND MEDICAL LEAVE

Employees whose primary place of work is Connecticut may be entitled to unpaid leave under the Connecticut Family and Medical Leave Act ("CT-FMLA"). Employees are eligible for leave if they have worked for the Company for three months prior to beginning leave.

CT-FMLA Leave will run concurrently with federal FMLA Leave, any period during which an employee receives paid leave benefits under the Connecticut Paid Family Leave Act, and any other leave provided by law or Company policy for the same covered reason.

Reasons and Duration of Leave

Eligible employees may take up to 12 weeks of CT-FMLA Leave in a rolling 12 month period measured backwards from the date that an employee first uses CT-FMLA for the following reasons:

- for the birth of a child or placement of a child with the employee for adoption or foster care
- to care for a covered Family Member (as defined below) with a serious health condition
- to address an employee's own serious health condition
- to serve as an organ or bone marrow donor
- because of any qualifying exigency arising out of the fact that an employee's spouse, son, daughter or parent is on active duty, or has been notified of an impending call or order to active duty, in the armed forces
- to care for an injured servicemember who is an employee's spouse, child, parent or next of kin and who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is on the temporary disability retired list for a serious injury or illness incurred in the line of duty.¹

Injured Servicemember. An eligible employee who is the spouse, child, parent, or next of kin of a current member of the armed forces who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is on the temporary disability retired list for a serious injury or illness incurred in the line of duty may take a one-time benefit of 26 workweeks of leave during any 12-month period for each servicemember per serious injury or illness incurred in line of duty. The 12-month period begins on the first day the employee takes leave to care for the seriously ill or injured servicemember and ends 12 months after that date.

Additional Pregnancy Medical Leave. Employees may be entitled to 2 additional weeks of CT-FMLA Leave (i.e., for a total of 14 weeks) in a benefit year for a serious health condition resulting in incapacitation that occurs during a pregnancy.

Spouses Working for Same Employer. The Company may limit spouses who are both employed by the Company to 12 weeks total leave in a 12-month period where leave is taken for the birth or placement of a child or to care for a sick parent, or to 26 weeks total leave in a 12-month period for leave to care for an injured servicemember.

Covered Family Member

For purposes of CT-FMLA, "Covered Family Member" means:

- spouse
- sibling (brother or sister related to a person by blood, marriage, adoption or foster care)
- child (biological, adopted or foster child, legal ward, a child of a person standing in loco parentis or an individual to whom the employee stood in loco parentis when the individual was a child)

¹ Note: Under the federal Family and Medical Leave Act and the Connecticut Paid Family and Medical Leave Act employees may be eligible for up to 26 weeks of leave to care for an injured servicemember. The CT-PFML Act provides paid benefits for only 12 out of the 26 weeks.

- parent (biological, foster, adoptive, stepparent, parent-in law or legal guardian, individual standing in loco parentis to employee when a child)
- grandparent (related to employee by blood, marriage, adoption, foster care)
- grandchild (related to employee by blood, marriage, adoption or foster care)
- an individual related to the employee by blood or affinity whose close association to the employee is the equivalent of those family relationships

Notice

If the need for CT-FMLA Leave is due to the birth or placement of a child, to care for the employee's own or a family member's health condition, or to serve as a donor, and is foreseeable, the employee must provide at least 30 days' notice. If an employee is unable to provide 30 days' notice, they must provide as much notice as is practicable under the circumstances.

Intermittent Leave

Employees may take the following types of CT-FMLA Leave intermittently or on a reduced leave schedule when medically necessary:

- to care for the serious health condition of the employee or the employee's Covered Family Member
- to serve as an organ or bone marrow donor;
- to care for an injured servicemember.

Employees will be required to provide certification from a health care provider regarding the planned medical treatment and duration of such treatment and/or a statement of the medical necessity for intermittent leave, and the expected duration of such leave. The Company may transfer an employee who requires recurring leave to an alternate position with equivalent pay and benefits that better accommodates the recurring periods of leave.

Leave for the birth or placement of a child may not be taken intermittently unless agreed to by the Company and the employee.

Benefits and Use of Accrued Paid Leave

The Company will maintain an employee's health insurance while an employee is on CT-FMLA leave. Employees must make arrangements to pay their portion of any premium during periods of unpaid leave. Employees may elect to use accrued sick time during CT-FMLA Leave, but employees will not accrue additional leave benefits while on CT-FMLA leave that is unpaid or where an employee is receiving paid benefits solely from the state of Connecticut under the Connecticut Paid Family and Medical Leave Act.

Certification

Employees are required to provide certification from a health care provider regarding the need for leave related to their own or a family member/injured servicemember's serious health condition that includes (i) the date on which the serious health condition began; (ii) the probable duration of the condition; (iii) the appropriate medical facts within the knowledge of the health care provider regarding the serious health condition. If leave is taken for the employee's own serious health condition, the employee will be required to provide a certification from their health care provider stating that the employee may return to work.

Return from Leave

Upon return from leave, the Company will restore employees to their former positions or, if the employee's former position is not available, an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. Trusted On-Demand does not control job openings and placements, and all jobs and placements are subject to the needs and requirements of the Medical Facilities.

If an employee is medically unable to perform the employee's original job at the conclusion of the leave period and there is an alternate position available that is suitable to the employee's physical condition, the Company will transfer the employee to such available position.

No Retaliation

The Company will not retaliate against an employee for requesting or using CT-FMLA Leave. If you believe you have been subject to retaliation, you must report this conduct to Human Resources.

CONNECTICUT PAID FAMILY AND MEDICAL LEAVE BENEFITS

Connecticut Paid Family and Medical Leave ("CT-PFML") is a statewide paid leave program that provides most Connecticut employees with paid time off benefits for certain types of leave. The CT-PFML Act provides employees with paid benefits during leave, but does not provide an employee job protected leave. Leave during which an employee receives CT-PFML benefits may be protected under other laws (e.g., CT Family and Medical Leave Act, federal Family and Medical Leave Act).

Eligibility

To be eligible for CT-PFML benefits, employees must work in Connecticut and have earned at least \$2,325 in the highest earning quarter during the base period (the first four of the five most recently completed quarters).

Use of Leave

Eligible employees are entitled to receive up to 12 weeks of CT-PFML benefits in a benefit year for the following reasons:

- to bond with a child following birth, adoption, or foster care placement
- to care for a Covered Family Member (as defined below) with a serious health condition
- to address an employee's own serious health condition (including pregnancy)
- to serve as an organ or bone marrow donor
- because of any qualifying exigency arising out of the fact that an employee's spouse, son, daughter or parent is on active duty, or has been notified of an impending call or order to active duty, in the armed forces
- to care for an injured servicemember who is an employee's spouse, child, parent or next of kin and who is undergoing medical treatment, recuperation or therapy, is

- otherwise in outpatient status or is on the temporary disability retired list for a serious injury or illness incurred in the line of duty²
- to address the effects of family violence (**limited to 12 days in a 12-month period**)

Employees may be entitled to 2 additional weeks of CT-PFML benefits (i.e., for a total of 14 weeks) in a benefit year for a serious health condition resulting in incapacitation that occurs during a pregnancy.

Covered Family Member

For purposes of this policy, “Covered Family Member” means an employee’s:

- spouse
- sibling (brother or sister related to a person by blood, marriage, adoption or foster care)
- child (biological, adopted or foster child, legal ward, a child of a person standing in loco parentis or an individual to whom the employee stood in loco parentis when the individual was a child)
- parent (biological, foster, adoptive, stepparent, parent-in law or legal guardian, individual standing in loco parentis to employee when a child)
- grandparent (related to employee by blood, marriage, adoption, foster care)
- grandchild (related to employee by blood, marriage, adoption or foster care)
- an individual related to the employee by blood or affinity whose close association to the employee is the equivalent of those family relationships

Intermittent Leave

Employees may receive CT-PFML benefits when taking leave intermittently or on a reduced leave schedule. See the Company’s federal FMLA and CT-FMLA Policies for additional information regarding the circumstances under which an employee may take intermittent or reduced-schedule leave.

Benefit Amount

An employee’s weekly benefit amount is based on their earnings and established through a formula set by Connecticut Paid Leave Authority (the “CT PLA”). The maximum benefit amount an employee may receive is capped at 60 times the Connecticut minimum wage. More information about how benefit amounts are calculated can be found on the CT PLA’s website - [CT-PFML Benefit Amount Formula](#). The CT PLA website also includes a [Benefits Estimator Tool](#) which employees can use to estimate the benefit amount for which they are eligible.

² Note: Under the federal Family and Medical Leave Act and the Connecticut Family and Medical Leave Act employees may be eligible for up to 26 weeks of leave to care for an injured servicemember. The CT-PFML Act provides paid benefits for only 12 out of the 26 weeks.

Premiums

The Company is responsible for deducting CT-PFML premium contributions from employee wages at a tax rate of 0.5%. The Company will only make deductions from employee wages up to the designated Social Security cap (as adjusted annually).

Notice Requirements

If CT-PFML is foreseeable based on birth or placement of a child or planned medical treatment of an employee or Covered Family Member, the employee must provide the Company with not less than 30 days' notice of the need for leave. If 30 days advance notice is not possible, notice must be given as soon as practicable.

How to File A Claim

Employees must apply for benefits through the CT PLA. Claims may be submitted via email, phone, fax, or mail. Employees must submit all information required by the CT PLA (including medical documentation) to receive CT-PFML benefits. The CT PLA will make a decision on an employee's benefit claim within five business days of receiving all completed information. The CT PLA requires that employees file a CT-PFML benefit claim no later than 45 days following the initial date for which the employee is seeking CT-PFML benefits, unless the CT PLA determines there is "good cause" for the delay.

Interaction with Other Leave and Benefit Programs

Employees may elect to use sick time while receiving CT-PFML benefits. An employee's total compensation may not exceed his or her regular rate of compensation through a combination of CT-PFML benefits and any other benefits.

Leave taken while receiving CT-PFML benefits will run concurrently with leave under the federal Family and Medical Leave Act, the Connecticut Family and Medical Leave Act, and any other Company policy to the greatest extent allowable by applicable law.

No Retaliation

Retaliation against an employee for requesting, applying for, or using CT-PFML for which an employee is eligible is prohibited.

Complaints

Employees have the right to file a complaint with the Connecticut Labor Commissioner if they believe that the Company has violated the CT-PFML Act.

More Information

Please see the [CT PLA Website](#) for more information.

Pregnancy Accommodation

The Company will make reasonable accommodations for employees due to pregnancy, childbirth or related condition (including expressing breast milk) unless such accommodation would impose an undue hardship. If the Company reasonably determines that an employee's accommodation request imposes an undue hardship, it will explore alternative accommodations that might meet the employee's needs.

Examples of reasonable accommodations include, but are not limited to:

- Being permitted to sit or eat while working;
- More frequent or longer breaks;
- Modifying policies prohibiting eating or drinking while an employee is working;
- Periodic rest;
- Assistance with manual labor;
- Providing assistive equipment, such as a stool, chair, or lifting equipment;
- Job restructuring;
- Light duty or desk duty assignments;
- Modified work schedules, including but not limited to the option to telework;
- Modified dress code requirements;
- Temporary transfer to less strenuous or hazardous work;
- Time off to recover from childbirth (see Pregnancy Disability Leave Policy); and
- Time off to attend pre-natal or post-natal appointments.

The Company will not require employees to provide a medical certification before discussing the need for a reasonable accommodation with an employee. Following that discussion, the Company will notify an employee whether they will be required to provide medical certification before the Company will grant their request. An employee may choose to keep any medical diagnosis confidential. An employee need only reveal (1) the nature of the limitations that give rise to the need for an accommodation (e.g., back pain or inability to concentrate); and (2) that the limitations are related to the employee's pregnancy, childbirth, or related condition.

The Company will not retaliate against an employee based upon an employee's request for a reasonable accommodation or Pregnancy Disability Leave.

District of Columbia Addendum to the Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Washington, DC employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

DISCRIMINATION AND HARASSMENT

In accordance with the District of Columbia Human Rights Act, in addition to the protected categories listed in the Employee Handbook, the Company will not discriminate against individuals based on personal appearance (including manner or style of dress and/or manner or style of personal grooming, including, but not limited to, hairstyle and beards), family responsibilities, political affiliation, matriculation status, credit information, status as a victim or family member of a victim of domestic violence, a sexual offense or stalking, or homeless status.

WASHINGTON D.C. PAID FAMILY LEAVE

Eligible employees may receive paid leave benefits for qualifying parental, prenatal, family, and medical events under the Universal Paid Leave Act of 2016, the District of Columbia's Paid Family Leave ("DCPFL") law. DCPFL benefits provide partial wage replacement during a qualifying leave. DCPFL benefits will be provided to the employee directly from the District of Columbia through the District's Office of Paid Family Leave. All DCPFL eligibility decisions and benefit determinations will be made by the District's Office of Paid Family Leave. Information provided in this policy regarding Eligibility, Use of Leave, Applications and Benefit Determinations are therefore subject to change or modification at the election of the Office of Paid Family Leave or as required by District of Columbia law.

Eligibility

Employees are eligible for DCPFL benefits if they experience a qualifying event and:

- The employee spends more than 50% of the employee's time working for the Company in DC; or
- The employee's employment for the Company is based in DC and the employee regularly spends a substantial amount of work time for the Company in DC and not more than 50% of the employee's work time for the Company in another jurisdiction.

Use of Leave

DCPFL benefits are available to an eligible employee for any of the following purposes:

Medical Leave: an employee may be eligible for up to twelve (12) weeks of leave in a 52-week period due to the employee's own serious health condition;

Family Leave: an employee may be eligible for up to twelve (12) weeks of leave in a 52-week period to participate in providing care or companionship for a covered family member due to the diagnosis or occurrence of the family member's serious health condition;

Prenatal Leave: an employee may be eligible for up to two (2) weeks of leave in a 52-week period for appointments, exams and treatments associated with a pregnancy;

Parental Leave: an employee may be eligible for up to twelve (12) weeks leave in a 52-week period within one year of the occurrence of:

- the birth of a child of the eligible employee;
- the placement of a child with the eligible employee for adoption or foster care; or
- the placement of a child with an eligible employee for whom the employee legally assumes and discharges parental responsibility.

As used in this policy, a “serious health condition” is a physical or mental illness, injury, or impairment that requires inpatient care in a hospital, hospice, or residential health care facility, or continuing treatment or supervision at home by a health care provider or other competent individual.

As used in this policy, a “family member” is an employee’s:

- Biological, adopted, foster, or stepchild (including a child of a domestic partner) a legal ward, or a child to whom employee stands in loco parentis;
- Biological, foster, or adoptive parent, a parent-in-law, a stepparent, a legal guardian, or other person who acted as a parent to the employee when the employee was a child;
- Domestic partner or spouse;
- Biological, adoptive, foster, or step grandparent; or
- Biological, half, step, adopted or foster sibling or sibling-in-law.

An employee will only be eligible for a total of twelve (12) weeks of DCPFL leave benefits in a 52-week period, regardless of the number of qualifying events. However, employees who qualify for both prenatal leave benefits and parental leave benefits in the same year may be eligible for 2 weeks of pre-natal leave benefits in addition to twelve (12) weeks of parental leave benefits. Employees may be eligible to take this leave continuously or intermittently in increments of at least one day.

Notice of Leave

Employees who intend to take DCPFL must provide written notice to the Company before taking leave, if practicable. For foreseeable leave, an employee must provide the notice as early as possible, but at least ten (10) days before the employee intends to take DCPFL leave. If the need for leave is unforeseeable, an employee must provide either oral or written notice to the Company before the start of the work shift for which the employee is using the leave.

The employee’s notice to the Company must include: (a) the type of leave requested (Parental Leave, Prenatal Leave, Family Leave, Medical Leave); (b) the expected duration of the leave; (c) the expected start and end dates of the leave; and (d) the leave schedule, including whether the paid leave benefits sought will be used continuously or intermittently.

In the case of an emergency that prevents an employee from providing notice before the start of the employee’s shift for which they are using the leave, the employee (or someone on the

employee's behalf) must provide notice within 48 hours of the emergency, and if the notice is oral, supplement the notice with a written notice as soon as practicable.

Employees must also inform the Company of any application to change the leave schedule (e.g., convert a continuous leave to intermittent leave) on any open claim for DCPFL benefits.

Interaction with Other Leaves

If DCPFL benefits are received for a reason that qualifies under both DCPFL and FMLA, then DCPFL will run concurrently with FMLA leave. Time off when an employee is receiving DCPFL benefits may run concurrently with other forms of leave, as permitted by law. An employee may not use supplemental Company benefits to receive more than 100% of the employee's weekly (or daily) pay while on DCPFL, unless otherwise required by law.

The requirements set forth in this policy do not supersede or replace the requirements under any Company leave policy. Employees must comply with all applicable requirements for each leave.

Applications and Benefit Determinations

DCPFL leave is unpaid by the Company. All applications or claims for DCPFL leave benefits shall be made directly to the DC Office of Paid Family Leave at dcpaidfamilyleave.dc.gov. All paid leave benefit eligibility determinations, as well as the determination of benefit amounts, will also be made by the DC Office of Paid Family Leave.

The amount of the benefit is determined on a sliding scale based on your income, up to 90% of your average weekly wage and a maximum of \$1,153 for each week you are on leave. Paid Family Leave benefits are based on your wages as reported to the Department of Employment Services. If an employee believes the employee's wages were reported incorrectly, the employee has the right to provide proof of correct wages.

No Retaliation

DCPFL does not provide job protection to employees. However, employees will not face retaliation or reprisal for applying for or claiming DCPFL benefits. Any employee that believes they have been retaliated against may file a complaint with the DC Office of Human Rights (OHR) at the following web address: www.ohr.dc.gov.

PREGNANCY ACCOMMODATION

The Company will provide reasonable workplace accommodations for employees whose ability to perform their regular job duties is limited because of pregnancy, childbirth, breastfeeding or related medical condition(s). If you require a reasonable accommodation for a pregnancy, childbirth, or a related medical condition, please contact Human Resources as soon as possible.

WASHINGTON, DC PARENTAL LEAVE

Because the Company recognizes the importance of the family obligations that many employees bear, eligible employees are allowed to take up to twenty-four (24) hours of leave during any twelve (12) month period to attend or to participate in school-related events for a child, ward, niece, nephew or grandchild of the employee or of the employee's spouse. A school-related event includes student performances, sporting practice or games, meetings with teachers or counselors or similar activities, but does not include events in which the child is merely a spectator. The employee may either use unpaid leave or elect to use accrued and available paid leave. If the need for leave is foreseeable, the Company may require that the employee give his or

her supervisor at least ten (10) days' notice. If the Company determines that granting the leave would disrupt its operations, it has the right to deny the leave.

No action will be taken against any employee in any manner for requesting or taking any time off as provided for in this Section of the Handbook Addendum.

EMANCIPATION DAY LEAVE

Eligible employees in the District of Columbia may request a day of leave on April 16, the District of Columbia Emancipation Day. The employee must notify his or her supervisor of the desire to celebrate Emancipation Day at least ten (10) calendar days in advance. The leave may be denied if it will disrupt the Company's or Medical Facility's operations. Moreover, the leave will be unpaid, unless the employee elects to use accrued and available paid leave in lieu of unpaid leave.

NON-DISCRIMINATION AND ACCOMMODATION POLICY FOR DOMESTIC VIOLENCE, SEXUAL OFFENSE, AND STALKING VICTIMS

In consideration of the safety and security of its employees, and in accordance with DC law, the Company will not discriminate against any employee:

- for attending, participating in, or preparing for a criminal, civil, or administrative proceeding related to domestic violence, sexual offenses or stalking (or requesting leave for any such activity) of which the employee or the employee's family member was a victim;
- because the employee sought physical or mental health treatment or counseling relating to domestic violence, sexual offenses or stalking of which the employee or the employee's family member was a victim; or
- because an individual caused a disruption at the employee's workplace or made a threat to the employee's employment, related to domestic violence, sexual offenses or stalking of which the employee or the employee's family member was a victim.

The Company will provide reasonable accommodations to victims of or family members of victims of domestic violence, sexual offenses or stalking when it is necessary to ensure the employee's security and safety, unless the accommodation would cause the Company an undue hardship. If you need such an accommodation, please contact a Human Resources representative as soon as possible so that any necessary arrangements can be made.

The Company will not disclose information related to an employee's status as a victim or family member of a victim of domestic violence, sexual offenses or stalking that is provided to the Company by the employee, unless permitted or required by law. The Company will notify the employee if it makes any such disclosure.

Illinois Addendum to the Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Illinois employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

DISCRIMINATION AND HARASSMENT

The Illinois Human Rights Act prohibits employment discrimination on the basis of order of protection status, their association with a person with a disability, family responsibilities, unfavorable military discharge, arrest record (or criminal history record ordered expunged, sealed, or impounded), and conviction record (subject to applicable legal exceptions). The Company will also comply with the Illinois Genetic Information Privacy Act.

In addition to the reporting procedures outlined in the Company's general Employee Handbook, any employee who feels they have been subjected to unlawful discrimination or harassment, including sexual harassment, may also file a charge of discrimination with the Illinois Department of Human Rights within two years from the date of the violation. That charge will be investigated and, if there is substantial evidence that discrimination or harassment has occurred, a complaint may be filed with the Illinois Human Rights Commission, or employees may file a complaint in Illinois state court on their own behalf.

The Department of Human Rights can be contacted at:

State of Illinois
Department of Human Rights
555 W. Monroe St., Suite 700
Chicago, Illinois 60661

(312) 814-6200

The Human Rights Commission can be contacted at:

State of Illinois
Human Rights Commission
Michael A. Bilandic Building
160 N. LaSalle St., Suite N-1000
Chicago, Illinois 60601

(312) 814-6269

Employees who believe they have experienced sexual harassment may also contact the Illinois Sexual Harassment and Discrimination Helpline at 1-877-236-7703.

MEAL AND/OR REST BREAKS

Employees scheduled to work seven and one-half (7.5) consecutive hours will receive one thirty (30) minute unpaid meal period within the first five (5) hours of their scheduled shift.

Chicago Employees

Sexual harassment is illegal in Chicago. Sexual harassment includes sexual misconduct, which means any behavior of a sexual nature which also involves coercion, abuse of authority, or misuse of an individual's employment position. Employees in Chicago may also report discrimination and harassment, including sexual harassment, to the Chicago Commission on Human Relations at (312) 744-4111 within 365 days of the discrimination or harassment. Retaliation for reporting sexual harassment is prohibited in Chicago.

All employees working in Chicago will be required to participate in annual sexual harassment prevention training and bystander training in accordance with Chicago and Illinois law.

SICK LEAVE

Non-Chicago Employees: Illinois employees (outside Chicago) may use up to 40 hours of their Sick Leave for any reason, in compliance with the Illinois Paid Leave for All Workers Act (IPLAWA). The first 40 hours of sick leave that an Illinois employee uses each year will count as their 40 hours of IPLAWA leave, unless the employee requests otherwise. Because the 40 hours of IPLAWA leave may be used for any reason, employees are not required to provide documentation in support of their use of sick leave designated as IPLAWA leave.

Chicago Employees: Chicago employees can use Sick Leave on the 30th day of work, and may carry over up to 80 hours of accrued Sick Leave into the following year.



State of Illinois
Department of Human Rights

IDHR



**PREGNANCY
and your
RIGHTS in the
WORKPLACE**

Are you pregnant, recovering from childbirth, or do you have a medical or common condition related to pregnancy?

If so, you have the right to:

- Ask your employer for a reasonable accommodation for your pregnancy, such as more frequent bathroom breaks, assistance with heavy work, a private space for expressing milk, or time off to recover from your pregnancy.
- Reject an unsolicited accommodation offered by your employer for your pregnancy.
- Continue working during your pregnancy if a reasonable accommodation is available which would allow you to continue performing your job.

Your employer cannot:

- Discriminate against you because of your pregnancy.
- Retaliate against you because you requested a reasonable accommodation.

**PREGNANCY and your
RIGHTS in the WORKPLACE**

It is illegal for your employer to fire you, refuse to hire you or to refuse to provide you with a reasonable accommodation because of your pregnancy. For more information regarding your rights, download the Illinois Department of Human Rights' fact sheet from our website at dhr.illinois.gov

Es ilegal que su empleador la despidiera, se niegue a contratarla o a proporcionarle una adaptación razonable a causa de su embarazo. Para obtener información sobre el embarazo y sus derechos en el lugar de trabajo en español, visite dhr.illinois.gov

**ILLINOIS DEPARTMENT OF
Human Rights**

For immediate help or if you have questions, call
(312) 814-6200 or (217) 785-5100 or (866) 740-3953 (TTY)

CHICAGO 555 West Monroe St. Suite 700, Intake Unit Chicago, IL 60661 (312) 814-6200	SPRINGFIELD 524 S. 2nd St. Suite 300, Intake Unit Springfield, IL 62701 (217) 785-5100
---	--

Learn more, contact IDHR, or initiate a charge at:
<https://dhr.illinois.gov>

Printed by the Authority of the State of Illinois • IDHR ENG • web • (02/23) •



State of Illinois
Illinois Department of Labor

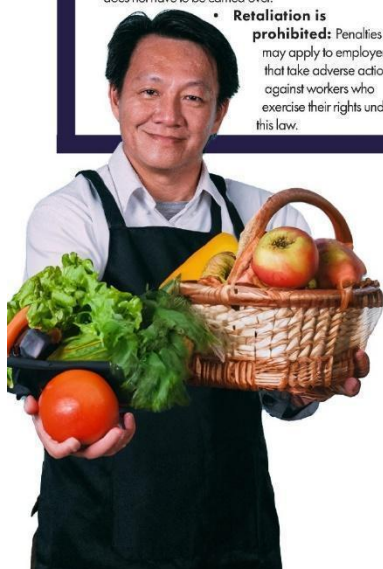
PAID LEAVE FOR ALL WORKERS ACT NOTICE

Employers must provide employees with up to 40 hours of paid leave for any reason.

Paid Leave

- **Workers:** Earn up to 40 hours of paid leave from work per year.
- **Use:** Workers can use paid leave for any reason of their choosing. Employers may not require workers to provide a reason for their paid leave request or require a worker to find a replacement worker.
- **Accrual:** Workers earn 1 hour of paid leave for every 40 hours they work. Employers may also provide workers with all paid leave hours at the start of the 12-month period (frontloading).
- **Carryover:** Workers rollover all unused accrued paid leave at the end of the year. Any unused frontloaded leave does not have to be carried over.

• **Retaliation is prohibited:** Penalties may apply to employers that take adverse action against workers who exercise their rights under this law.



Penalties

Workers may recover the amount they should have been paid for the leave, penalties, and other equitable relief.

Filing a Complaint

A worker may file a complaint with the Illinois Department of Labor alleging a violation of this Act by filling out a complaint form at labor.illinois.gov/paidleave.

Existing Policy and Exclusions

Certain exceptions may apply for employers who already provide their workers with paid leave. There are also certain categories of workers that are not covered by the law.

See QR code for more information on how to file a complaint and applicable exceptions to the law.



For a complete text of the laws, visit our website at:

www.labor.illinois.gov

For more information or to file a Complaint, contact us at:

DOL.PaidLeave@illinois.gov

312-793-2600

THIS NOTICE MUST BE DISPLAYED IN A CONSPICUOUS PLACE ON THE PREMISES OF THE EMPLOYER WHERE OTHER NOTICES ARE POSTED.

Printed by the Authority of State of Illinois 12/23 IOCI 24-1010

Maine Addendum to the Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Maine employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

DISCRIMINATION AND HARASSMENT

Employees who feel they have been subjected to unlawful harassment may file a charge with the Maine Human Rights Commission or the United States Equal Employment Commission (EEOC). Using the Company's complaint process does not prohibit an employee from filing a charge with these agencies. Both agencies have time limits for filing a charge. These agencies can be contacted at the address and phone numbers below.

Maine Human Rights Commission
51 State House Station
Augusta, ME 04333-0051
Telephone: 207-624-6050
www.state.me.us/mhrc/

EEOC
Boston Area Office
John F. Kennedy Federal Building
475 Government Center
Boston, MA 02203
Telephone: 1-800-669-4000
Fax: 617-565-3196

MEAL BREAKS

Employees will receive a consecutive 30-minute unpaid meal break after six hours of work. Employees are relieved of all duties during this unpaid meal period. If you are required to perform work during your meal break, please inform your supervisor so that you are paid for this time. Employees may waive their right to a meal break.

MAINE EARNED PAID LEAVE

Trusted On-Demand will administer its Sick Leave Policy in the main handbook in compliance with the Maine Earned Paid Leave law. Except as noted below, all other provisions of the Company's Sick Leave Policy apply to Maine employees.

Amount and Use of Sick Leave

Employees may use their first 40 hours of Sick Leave for any reason. The Company will not require documentation related to use of this leave.

Cash-Out of Sick Leave

Sick leave is not paid out to employees upon separation of employment regardless of whether that time is covered by the Maine Earned Paid Leave law.

MAINE FAMILY AND MEDICAL LEAVE

To the extent that Trusted On-Demand employs at least 15 employees at one site in Maine, Maine employees at that site who have been employed for at least 12 consecutive months prior to requesting leave are eligible for unpaid leave under the Maine Family and Medical Leave Act for certain qualifying reasons. Eligible employees are entitled to up to 10 weeks of unpaid leave in a 24-month period.

Reasons for Leave

Eligible employees may take ME Family and/or Medical Leave for the following reasons:

- A serious health condition of the employee;
- The birth of the employee's child or the employee's domestic partner's child;
- The adoption of a child 16 years of age or less by the employee or the employee's domestic partner;
- To care for a child or grandchild, domestic partner's child or grandchild, parent, grandparent, domestic partner, spouse or sibling with a serious health condition;
- The donation of an organ by the employee for a human organ transplant; or
- The death or serious health condition of the employee's spouse, domestic partner, parent, sibling, or child if they were a member of the state military forces, or the United States Armed Forces, including the National Guard and Reserves.

Continuation of Benefits

Employees will continue to receive employee benefits while on leave under the same terms and conditions as if they remained actively employed. Employees must contact Human Resources to make arrangements to pay their portion of any premium while on unpaid leave.

Intermittent Leave

Intermittent leave or reduced schedule leave may be allowed for a serious health condition of the employee or covered family member, or for the donation of an organ by the employee for a human organ transplant.

The Company may require an employee who requests intermittent or reduced schedule leave for planned medical treatment to temporarily transfer to an available alternative position with equivalent pay and benefits that better accommodates recurring periods of leave.

Notice

Unless prevented by a medical emergency, employees must give at least 30 days' notice of the intended start and end date of ME Family and Medical Leave.

Certification

The Company may require employees to provide verification from a physician of the amount of leave needed for medical-related leaves. Employees may submit certification from an accredited practitioner of prayer or spiritual healing of a recognized church or religion if the employee in good faith relies on that treatment.

Interaction with Other Leave Laws

Leave pursuant to this policy will run concurrently with federal FMLA leave and any other leave provided by law or Company policy to the fullest extent permitted by applicable law.

Return to Work

Employees returning from leave will be returned to their previous position or a position with equivalent seniority, benefits, pay, and other terms and conditions of employment. The Company is not obligated to restore an employee to their previous position because of conditions unrelated to the employee's use of ME Family and Medical Leave. Trusted On-Demand does not control job openings and placements, and all jobs and placements are subject to the needs and requirements of the Medical Facilities.

Maryland Addendum to the Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Maryland employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

PREGNANCY ACCOMMODATION

The Company provides reasonable accommodations to pregnant employees who provide notice of a temporary disability caused or contributed to by pregnancy, provided that such accommodations do not create an undue hardship. The Company will explore with the employee all possible means of providing the reasonable accommodation, including changing the employee's job duties, changing the employee's work hours, relocating the employee's work area, providing mechanical or electrical aids, transferring the employee to a less strenuous or less hazardous position, or providing leave.

Pregnant employees seeking an accommodation must identify the requested accommodation and submit a medical certification that includes the date the reasonable accommodation became medically advisable, the probable duration of the accommodation, and an explanatory statement as to the medical advisability of the accommodation. The Company may request relevant information, including medical information and documentation in the case of a request for accommodation of a disability. The Company will keep all medical-related information confidential in accordance with the requirements of applicable laws and will retain such information in separate confidential files.

The Company prohibits retaliation against employees for making a request for reasonable accommodations under this policy.

DEPLOYMENT LEAVE

Employees who have been employed for at least 12 months and worked 1,250 hours within the previous 12 months are entitled to leave from work on the day that an immediate family member of the employee is leaving for, or returning from, active duty outside the United States as a member of the armed forces of the United States.

VICTIMS OF CRIME LEAVE

The Company will grant reasonable and necessary unpaid leave from work to employees who are victims of a crime to attend or participate in legal proceedings pertaining to the crime. Affected employees must give the Company reasonable notice that leave under the policy is required.

EMERGENCY RESPONSE LEAVE

Employees responding to an emergency, as declared by the governor, in their capacity as a volunteer member of a Civil Air Patrol, civil defense, volunteer fire department or rescue squad are permitted unpaid time off to respond to such emergency. Employees are required to submit a statement signed by the chief or supervisor certifying that the employees' participation was required.

CIVIL AIR PATROL LEAVE

Eligible employees who are members of the Maryland Wing of the Civil Air Patrol are entitled to unpaid leave to perform civil air patrol missions. Eligible employees must have worked for a covered employer for at least 90 days. The Company will provide up to 15 days of unpaid leave under this policy. The employee does not need to exhaust other forms of accrued leave (e.g., vacation, sick time, PTO etc.) prior to taking Civil Air Patrol Leave.

Employees must give the Company as much notice as possible of the intended date on which the Civil Air Patrol Leave will begin. Upon arrival at an emergency location, the employee must notify the Company of an estimate of the amount of time needed to complete the mission. The Company may require certification from the Civil Air Patrol authorities to verify the employee's eligibility for leave.

Upon returning from Civil Air Patrol Leave, employees will have re-employment and benefit rights consistent with the Company's military leave policy.

ORGAN AND BONE MARROW DONATION LEAVE

An employee who has worked for the Company for at least 12 months and has worked 1,250 or more hours during the preceding 12-month period may take up to 60 business days in any 12-month period to serve as an organ donor and up to 30 business days in a 12-month period to serve as a bone marrow donor.

Employees must provide written documentation from a physician verifying that the employee is an organ or a bone marrow donor; and there is a medical necessity for the donation.

Employees who return to work after taking organ or bone marrow donation leave will be restored to the position they held when the leave began or an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment.

During organ and bone marrow donation leave, the Company will maintain any existing health coverage in the same manner as if the employee had not taken leave.

Leave does not run concurrently with FMLA Leave and may only be taken after FMLA has been exhausted or if the employee is not FMLA-eligible.

Massachusetts Addendum to Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Massachusetts employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

DISCRIMINATION AND HARASSMENT COMPLAINTS

If you feel that you are being harassed in violation of the Company's Policy Against Discrimination and Harassment, you should immediately report such conduct to:

Angela Patrick

angela.patrick@trustedhealth.com

In addition to the internal complaint procedures, employees who believe they have been subjected to harassment may file a complaint with either or both of the government agencies set forth below. Using the Company's complaint process does not prohibit an employee from filing a complaint with these agencies. Both agencies require employees to file a claim within 300 days.

The United States Equal Employment Opportunity Commission (EEOC):
John F. Kennedy Federal Building
475 Government Center
Boston, MA 02203
(800) 669-4000

The Massachusetts Commission Against Discrimination (MCAD):

Boston Office

One Ashburton Place - Rm 601
Boston, MA 02108
(617) 994-6000

Springfield Office

436 Dwight Street, Rm 220
Springfield, MA 01103
(413) 739-2145

MEAL PERIOD

Employees who work six or more hours in a calendar day will be provided the opportunity to take an uninterrupted 30-minute meal break. While on a meal break, employees will be relieved of work duties and may leave Company premises. Meal breaks are not considered time worked. If a non-exempt employee is unable to take a meal break or the break is interrupted by work demands, the employee is responsible for notifying their manager immediately and for recording the entire meal break as time worked in the timekeeping system so that the employee will be paid properly.

MASSACHUSETTS PAID FAMILY MEDICAL LEAVE

The Massachusetts Paid Family and Medical Leave ("MA-PFML") Act provides paid leave benefits to employees who are unable to work for certain reasons. The leave benefits are provided by the Commonwealth of Massachusetts and funded through employee and employer tax contributions.

Eligibility

All Massachusetts employees are eligible for MA-PFML provided that they meet the financial earnings requirements established by the Massachusetts Department of Family and Medical Leave (the “MA DFML”). Those requirements can be found at: [MA-PFML Eligibility Criteria](#).

Reasons and Duration of Leave

Employees in Massachusetts who meet the eligibility requirements of the MA-PFML Act will be entitled to up to:

- 12 weeks of paid **family leave** in a benefit year:
 - for the birth, adoption, or foster care placement of a child
 - to care for a family member with a serious health condition (as of July 1, 2021)
 - because of a qualifying exigency arising out of the fact that a family member is on active duty or has been notified of an impending call to active duty in the Armed Forces.
- 20 weeks of paid **medical leave** in a benefit year if the employee has a serious health condition that incapacitates them from work.
- 26 weeks of paid **family leave** in a benefit year to care for a family member who is a covered service member undergoing medical treatment or otherwise addressing consequences of a serious health condition relating to the family member's military service.

Employees are eligible for 26 total weeks, in the aggregate, of paid family and medical leave in a single benefit year. For example, an employee who uses 12 weeks of paid family leave for the birth of a child or to care for a seriously ill family member, may take an additional 14 weeks of paid medical leave for their own serious health condition in the same benefit year.

For purposes of this policy, “family member” is defined as:

- an employee's spouse, domestic partner, child, parent, grandchild, grandparent or sibling
- the parent of an employee's spouse or domestic partner
- a person who stood *in loco parentis* to the employee when the employee was a minor child.

Benefit Year

The benefit year is the period of 52 consecutive weeks beginning on the Sunday immediately preceding the first day of job protected MA-PFML leave.

Notice to Employer

Prior to filing a claim with the MA DFML, employees are required to provide at least 30 days' notice to the Company of the anticipated start date of any leave. An employee who is unable to provide 30 days' notice due to circumstances beyond the employee's control is required to provide notice as soon as practicable.

How to File a Claim

MA-PFML is provided by the Commonwealth of Massachusetts. Accordingly, employees must file claims for MA-PFML benefits with the MA DFML using the MA DFML's forms. Forms and claim instructions are available to employees on the MA DFML's website: [MA DFML Website](#).

Employees must make an application for benefits 30 calendar days in advance of starting leave. If notice cannot be provided 30 calendar days in advance, an employee must submit the application as soon as practicable. An employee may file an application with the MA DFML up to 60 calendar days before the anticipated MA-PFML start date, but not sooner. If an employee fails to provide the required notice, the MA DFML may delay or deny MA-PFML benefits unless unusual circumstances justify the employee's failure to provide notice.

An employee must provide all information required by the MA DFML to receive benefit payments. The MA DFML, not the Company, makes all decisions regarding whether an employee is eligible for MA-PFML and the benefit amount.

An employee may appeal the MA DFML's denial of family or medical leave or the amount of benefits awarded by submitting an appeal to the MA DFML. The MA DFML will send instructions to the employee on how to file an appeal along with its decision.

Benefit Amount

The weekly benefit amount an employee will receive is based on an employee's earnings in the last four quarters subject to a maximum benefit amount established by the MA DFML on an annual basis. The current maximum benefit amount can be found at: [MA-PFML Guide - Benefit Amount Details](#). The MA DFML also offers an online calculator that employees can use to estimate their weekly benefit amount - [DFML Benefits Calculator](#).

Waiting Period

No benefits will be paid during the first seven calendar days of MA-PFML. This 7-day waiting period for paid leave benefits will count against an employee's total period of available MA-PFML in a benefit year. There is no additional waiting period when a birth mother transitions from Medical Leave due to pregnancy/childbirth to Family Leave for bonding with the new child. An employee may use accrued Sick Leave during this leave, if applicable.

Use of Accrued Sick Leave During MA-PFML

Employees may opt to use accrued sick leave to "top off" their MA-PFML benefit in accordance with the terms of Trusted On-Demand's Sick Leave policy. The Company will not require use of this time before or during MA-PFML. Any period during which an employee uses accrued sick leave will count against an employee's total MA-PFML allotment (regardless of whether the employee applies for MA-PFML benefits).

Concurrent Leave

MA-PFML will run concurrently with leave under the federal Family and Medical Leave Act, the Massachusetts Parental Leave Act, and any other applicable leave, to the greatest extent allowed by applicable law. As noted above, MA-PFML will also run concurrently with any period during which an employee uses accrued Sick Leave for a MA-PFML-qualifying reason.

Intermittent Leave

Employees may take the following types of MA-PFML on an intermittent or reduced-schedule basis in accordance with the conditions noted below:

- For medical leave due to a covered employee's own serious health condition, if a health care provider deems intermittent leave is medically necessary
- For family leave to care for a family member's serious health condition or to care for a family member who is a covered service member, if a health care provider deems intermittent leave is medically necessary
- For family leave due to a qualifying exigency
- For family leave to bond with a child during the first 12 months after the child's birth, adoption or foster care placement, only if the Company and employee mutually agree.

Intermittent leave may be taken in increments of 30 minutes.

Continuation of Health Insurance

During MA-PFML leave, Trusted On-Demand will maintain your health benefits (including dental, if applicable) on the same conditions as if you had continued working your regular schedule. If leave is paid by the Company, the Company will deduct your portion of the health plan premium as a regular payroll deduction. If your leave is unpaid or paid by the Commonwealth, you must make arrangements with your local Human Resources Department to pay your portion of the premium. Your group health care coverage may cease if your premium payment is more than 30 days late, but you will be notified at least 15 days before your coverage lapses.

Returning to Work/Job Protection

Generally, the Company will restore an employee returning from MA-PFML to their previous position or to an equivalent position, with the same status, pay, employment benefits, length-of-service credit, and seniority as of the date of leave. Trusted On-Demand does not control job openings and placements, and all jobs and placements are subject to the needs and requirements of the Medical Facilities.

Time spent on MA-PFML will not count for purposes of computing accrued Sick Time.

The Company may require that employees who have taken MA-PFML because of their own serious health condition provide certification from their health care provider that they are able to return to work.

No Retaliation

It is unlawful for any employer to discriminate or retaliate against an employee for exercising any right to which the employee is entitled under the MA-PFML Act. If you believe you have been retaliated against or treated adversely for requesting or taking MA-PFML, please contact Human Resources.

Separated Employees

Separated employees who meet the eligibility requirements for MA-PFML may be entitled to MA-PFML benefits for up to 26 weeks after separation from employment, or until they obtain other employment, whichever is sooner.

MASSACHUSETTS PREGNANT WORKERS FAIRNESS ACT

The Massachusetts Pregnant Workers Fairness Act (MA-PWFA) expressly prohibits employment discrimination on the basis of pregnancy and pregnancy-related conditions, such as lactation or the need to express breast milk for a nursing child. It also describes the Company's obligations to our employees who are pregnant or lactating and the protections these employees are entitled to receive. This policy informs employees of their rights and the Company's obligations under the MA-PWFA, so that the Company can ensure that employees' needs with respect to pregnancy and any pregnancy-related conditions are reasonably accommodated.

If an employee needs or would benefit from an accommodation because of pregnancy or a pregnancy-related condition, the employee should bring that request to the attention of her supervisor or Human Resources. The Company will then engage with the employee in a good faith interactive process to determine a reasonable accommodation for the pregnancy or pregnancy-related condition. A reasonable accommodation is a modification or adjustment that allows an employee to perform the essential functions of her job while pregnant or experiencing a pregnancy-related condition, without undue hardship to the Company.

The Company will reasonably accommodate conditions related to pregnancy, including post-pregnancy conditions such as the need to express breast milk for a nursing child, unless doing so would pose an undue hardship. "Undue hardship" means that providing the accommodation would cause the Company significant difficulty or expense.

Under the MA-PWFA, the Company cannot:

- Require a qualifying employee to accept a particular accommodation that the employee chooses not to accept, if the accommodation is unnecessary to enable the employee to perform the essential functions of the job, or require a qualifying employee to begin disability or parental leave if another reasonable accommodation may be provided without undue hardship;
- Deny an employment opportunity or take adverse action against an employee because of a request for or use of a reasonable accommodation for a pregnancy or pregnancy-related condition;
- Request medical documentation about the need for an accommodation if the accommodation request is for: (i) more frequent restroom, food, or water breaks; (ii) seating; (iii) limits on lifting no more than 20 pounds; and (iv) private, non-bathroom space for expressing breast milk. The Company may, however, request medical documentation for other accommodations; or

- Refuse to hire a pregnant applicant or applicant with a pregnancy-related condition because of her pregnancy or a pregnancy-related condition, if the applicant is capable of performing the essential functions of the position with or without a reasonable accommodation.

This policy serves as notice to new employees of their rights under the MA-PWFA. When an employee notifies the Company of a pregnancy or pregnancy-related condition, the Company will provide an additional notice of the requirements of the MA-PWFA no later than 10 days after such notification.

If an employee believes that they have been discriminated against on the basis of pregnancy or a pregnancy-related condition, the employee may file a formal complaint with the Massachusetts Commission Against Discrimination. Employees may also have the right to file a complaint with the Equal Employment Opportunity Commission if the conduct violates federal law. Both agencies require a complaint to be filed within 300 days of the discriminatory act.

MASSACHUSETTS PARENTAL LEAVE

After completing three months of employment, a full-time employee working in Massachusetts may take up to eight weeks of unpaid Massachusetts Parental Leave (per child) (i) for the birth of a child or (ii) to adopt a child under 18 years of age (or under 23 years of age if the child is mentally or physically disabled). MA Parental Leave will run concurrently with approved FMLA leave, Massachusetts Paid Family and Medical Leave and, where applicable, any period during which an employee is receiving short-term disability benefits or other Company-provided benefits.

If two employees of the Company request MA Parental Leave relating to the birth or placement of the same child, the Company may limit such individuals to a combined aggregate of eight weeks of MA Parental Leave.

In order to be eligible for MA Parental Leave, an employee must provide Human Resources with at least two weeks' notice of the anticipated date of departure and intention to return to work, or provide notice as soon as practicable if unable to give two weeks' notice for reasons beyond the employee's control. A period of MA Parental Leave longer than eight weeks and any extension of approved Parental Leave requires express written permission from Human Resources, unless such leave is approved under another leave law or Company policy.

At the conclusion of MA Parental Leave, the Company will reinstate employees to their previous position or a similar position with equivalent pay and benefits. Employees who do not return to work immediately upon the expiration of a period of leave as approved by Human Resources may not be reinstated to their prior positions and may be subject to termination. The Company also reserves the right not to reinstate an employee on MA Parental Leave if other employees of equal seniority and status in the same or a similar position have been laid off due to economic conditions or have been otherwise affected by changes in employment conditions during the period of MA Parental Leave.

MA Parental Leave shall not affect an employee's entitlement to vacation time, sick leave, bonuses, advancement, seniority, or other benefits for which an employee was eligible at the date of the leave, but Parental Leave shall not be included in the computation of such benefits.

Minnesota Addendum to Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Minnesota employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

Minnesota Paid Leave (Paid Family and Medical Leave)

Minnesota Paid Leave provides eligible employees with wage-replacement benefits for certain qualifying family and medical reasons. The program is administered exclusively by the State of Minnesota. The Company does not determine employee eligibility for benefits or the amount of benefits payable.

Qualifying Reasons for Leave

Subject to the terms and conditions of the Minnesota Paid Leave law, eligible employees may apply for paid leave benefits through the State of Minnesota for the following qualifying reasons:

Medical Leave

- The employee's own serious health condition, including pregnancy, childbirth, and related medical conditions.

Family Leave

- Bonding with a child following birth, adoption, or foster care placement;
- Caring for a family member with a serious health condition;
- Certain qualifying military-related exigencies;
- Certain safety-related reasons, including those related to domestic abuse, sexual assault, or stalking.

Duration of Leave

In accordance with Minnesota law, eligible employees may receive up to:

- Twelve (12) weeks of medical leave in a benefit year;
- Twelve (12) weeks of family leave in a benefit year; and
- A combined maximum of twenty (20) weeks of paid leave in a benefit year if the employee qualifies for both medical and family leave.

The State of Minnesota determines the amount of leave available to an employee and the applicable benefit year.

Payment of Benefits

Paid Leave benefits are paid directly to eligible employees by the State of Minnesota. Benefit amounts are calculated pursuant to state law and are subject to a maximum weekly benefit. The State is solely responsible for determining eligibility, benefit amounts, duration of benefits, and payment timing. Employees must apply for Minnesota Paid Leave benefits through the State's designated system and are responsible for providing all required documentation and information. Approval or denial of benefits is determined by the State, and any disputes or appeals related to benefit determinations must be directed to the State.

Employees may use accrued employer-provided paid time off (including, but not limited to, vacation, PTO, or sick leave) concurrently with Minnesota Paid Leave benefits. The combined total of Minnesota Paid Leave benefits and employer-provided paid time off may not exceed the employee's regular wages unless otherwise permitted by law.

Eligibility Determinations

Eligibility for Minnesota Paid Leave benefits, as well as benefit calculations and determinations regarding qualifying leave, are made solely by the State of Minnesota. Employees are responsible for submitting timely and complete applications and required documentation to the State.

Job Protection and Reinstatement

Employees who qualify for job-protected leave under Minnesota Paid Leave generally will be reinstated to the same position or an equivalent position upon return from leave. However, they have no greater rights to reinstatement or to other benefits and conditions of employment than if they had not taken leave. Nothing in this policy provides greater job protection than required by applicable law. The Company does not control job openings and placements, and all jobs and placements are subject to the needs and requirements of the Medical Facilities.

Continuation of Benefits

During Minnesota Paid Leave, employee benefits will be continued in accordance with applicable law and Company benefit plan documents. Employees remain responsible for their portion of benefit premiums and must make arrangements with the Company to maintain coverage during leave.

Notice and Employee Obligations

Employees are required to:

1. Provide notice to the Company of the need for leave as soon as practicable;
2. Comply with all Company notice, certification, and reporting requirements, to the extent permitted by law;

3. Apply for Minnesota Paid Leave benefits directly through the State of Minnesota; and
4. Communicate with the Company regarding leave status and anticipated return-to-work date.

Failure to comply with these requirements may result in delay or denial of job protection or other rights to the extent permitted by law.

Coordination with Other Leave Policies

Minnesota Paid Leave will run concurrently with any other applicable federal, state, or local leave entitlements, including but not limited to the Family and Medical Leave Act (FMLA) and the Minnesota Pregnancy and Parental Leave Act, to the maximum extent permitted by law.

Meal and Break Periods

Rest Breaks

We provide rest breaks in accordance with Minnesota state law:

- Employees must be allowed a rest break of at least 15 minutes for every four (4) consecutive hours worked.
- If it takes longer than 15 minutes to use the nearest convenient restroom, the break will be long enough to reasonably allow restroom use.
- Rest breaks of less than 20 minutes are considered paid time and the employee is relieved of work duties for the purpose of the break.
- Rest breaks must be scheduled within each four-hour work period and cannot be taken only at the end of that period.
- Employees are expected to take breaks as scheduled but may voluntarily waive a break. Employers may ask for written confirmation of any waiver.
- Rest breaks do not count as hours worked if the employee is completely relieved of all duties.

Meal Breaks

Meal breaks also follow Minnesota statutory requirements:

- Employees working six (6) or more consecutive hours must be allowed at least a 30-minute meal break.
- A meal break is a bona-fide break during which the employee is completely relieved of all work duties.

- The meal break may be unpaid provided the employee is fully relieved from duties for at least the required 30 minutes.
- Employees may be required to remain on the premises during the meal break unless otherwise agreed.
- Only one meal break is required per shift, regardless of the total hours worked.

Waiver of Breaks

Employees may voluntarily choose to waive their rest or meal break.

Missouri Addendum to the Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Missouri employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

EQUAL EMPLOYMENT AND ANTI-HARASSMENT

This policy supplements the Equal Employment and Anti-Harassment policies in the Employee Handbook. The Company's Equal Employment and Anti-Harassment policies also prohibit discrimination and harassment based on pregnancy, HIV/AIDS status, and lawful off-duty use of alcohol or tobacco (unless the use interferes with the employee's job performance, coworkers, or the overall operation of the Company's business).

PREGNANCY-RELATED CONDITIONS

Disabilities caused or contributed to by pregnancy, miscarriage, legal abortion, childbirth and recovery are, for all job-related purposes, temporary disabilities and will be treated as such under any health or temporary disability insurance or sick leave plan available in connection with employment. Written or unwritten employment policies and practices involving matters such as the commencement and duration of leave, the availability of extensions, the accrual of seniority and other benefits and privileges, reinstatement and payment under any health or temporary disability insurance or sick leave, plan, formal or informal, will be applied to disability due to pregnancy or childbirth on the same terms and conditions as they are applied to other temporary disabilities.

Montana Addendum to the Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Montana employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

EEO AND DISCRIMINATION

DISCRIMINATION AND HARASSMENT

The Company will not discriminate based on the person's vaccination status or whether the person has an immunity passport.

NO AT-WILL EMPLOYMENT

Employees who have completed their introductory probationary period are subject to discharge for good cause only, in accordance with Montana law. Any conflicting language regarding the employment relationship in the Company's handbook is to be superseded by the language in this addendum.

New Jersey Addendum to Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all New Jersey employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

NON-DISCRIMINATION

In accordance with the New Jersey Law Against Discrimination, in addition to the protected categories listed in the Company's main Employee Handbook, the Company also prohibits discrimination against individuals based on civil union status, domestic partnership status, and atypical hereditary cellular or blood trait.

NEW JERSEY FAMILY LEAVE

Under the New Jersey Family Leave Act (NJFLA), employees who have been employed for at least 12 months and have worked 1,000 base hours in the 12 months prior to requesting a family leave are eligible for up to 12 weeks of unpaid family leave in a **24-month period** for:

- the birth of a child of the employee, including a child born pursuant to a valid written agreement between the employee and a gestational carrier;
- the placement of a child with the employee into foster care or in connection with the adoption of the child; or
- the care for a covered family member with a serious health condition; or
- in the event of a state of emergency declared by the Governor, or when indicated to be needed by the Commissioner of Health or other public health authority, an epidemic of a communicable disease, a known or suspected exposure to the communicable disease, or efforts to prevent spread of a communicable disease, which: (a) requires in-home care or treatment of a child due to the closure of the school or place of care of the child of the employee, by order of a public official due to the epidemic or other public health emergency; (b) prompts the issuance by a public health authority of a determination, including by mandatory quarantine, requiring or imposing responsive or prophylactic measures as a result of illness caused by an epidemic of a communicable disease or known or suspected exposure to the communicable disease because the presence in the community of a family member in need of care by the employee would jeopardize the health of others; or (c) results in the recommendation of a health care provider or public health authority, that a family member in need of care by the employee voluntarily undergo self-quarantine as a result of suspected exposure to a communicable disease because the presence in the community of that family member in need of care by the employee, would jeopardize the health of others.

Covered family members include parents, spouses, domestic partners, one partner in a civil union couple, biological or adopted children (including a child pursuant to a gestational carrier agreement), foster children, resource family children, resource family parent, stepchildren, legal wards, biological, adoptive or foster parents, step-parents, grandparent, grandchild, parents-in-law or the Employee's legal guardians having a parent-child relationship with the Employee, or any other individual related by blood or marriage to the employee, and any other

individual that the employee shows to have a close association with the employee which is the equivalent of a family relationship.

Use of Leave

Generally, intermittent or reduced schedule leave must be taken within a 12-month period, unless a new triggering event arises, and must be taken in at least 1-week increments. If possible, employees must inform the Company of a regular schedule of days or days of the week that they will be taking intermittent leave. In the case of leave taken due to an epidemic of a communicable disease, a known or suspected exposure to the communicable disease, or efforts to prevent spread of the communicable disease, the leave may be taken intermittently if: (1) the employee provides the Company with prior notice of the leave as soon as practicable; and (2) the employee makes a reasonable effort to schedule the leave so as not to unduly disrupt the operations of the Company and, if possible, provide the Company, prior to the commencement of the intermittent leave, with a regular schedule of the day or days of the week on which the intermittent leave will be taken.

Notice and Documentation

If the leave is foreseeable for the birth or adoption of a child, or the placement of a child into foster care, the employee must provide at least 30 days advance written notice of the need for the leave. If the leave is for a serious health condition, the employee must provide 15 days advance notice, unless it is an emergency. For a serious health condition, the employee must provide certification stating (1) the date on which the serious health condition began; (2) the probable duration; and (3) medical facts within the health care provider's knowledge regarding the condition.

Where leave is taken due to an epidemic of a communicable disease, a known or suspected exposure to the communicable disease, or efforts to prevent spread of the communicable disease certification issued by a school, place of care for children, public health authority, public official, or health care provider is required, and will be sufficient if it includes:

- For leave taken to provide in-home care or treatment of a child due to the closure of the school or place of care of the child of the employee, by order of a public official due to the epidemic or other public health emergency, the date on which the closure of the school or place of care of the child of the employee commenced and the reason for such closure;
- For leave taken due to a public health authority's issuance of a determination requiring or imposing responsive or prophylactic measures as a result of illness caused by an epidemic of a communicable disease or known or suspected exposure to the communicable disease because the presence in the community of a family member in need of care by the employee would jeopardize the health of others, the date of issuance of the determination and the probable duration of the determination; or
- For leave taken because a health care provider or public health authority recommends that a family member in need of care by the employee voluntarily undergo self-quarantine as a result of suspected exposure to a communicable disease because the presence in the community of that family member in need of care by the employee would jeopardize the health of others, the date of the recommendation, the probable duration of the condition, and the medical or other facts within the health care provider or public health authority's knowledge regarding the condition.

Interaction between New Jersey Family Leave Act and Federal Family Medical Leave Act

This leave may or may not run concurrently with leaves granted under the federal FMLA depending upon the circumstances surrounding the leave. The NJFLA does not provide covered employees with leave for their own serious health condition, so if an employee utilizes all of his or her allotted time under the federal FMLA for his or her own serious health condition, the employee may subsequently be entitled to time off under the NJFLA in connection with the birth or adoption of a child, or the placement of a child into foster care, or the serious illness of a parent, child, or spouse. However, when an employee takes a leave for a purpose covered by both the FMLA and the NJFLA, the leave simultaneously counts against an employee's entitlement under both laws.

Because the NJFLA does not provide for leave as the result of the employee's own serious health condition, it distinguishes between the portion of a maternity leave that is the result of disability and the portion that is for bonding purposes. Under the NJFLA, the post-delivery period will be considered disability leave (covered only by the federal FMLA but not the NJFLA) until the woman has been deemed to no longer be disabled by her doctor. The NJFLA and the federal FMLA will only run concurrently during the bonding portion of maternity leave. A woman may not collect disability benefits while on maternity leave under the NJFLA.

NEW JERSEY PAID FAMILY LEAVE INSURANCE

Eligible New Jersey employees covered by the state's Temporary Disability Insurance system are entitled to up to 12 weeks of benefits within a 12-month period under New Jersey's paid family leave benefits law. An employee's weekly benefit amount is 85% of the employee's average weekly wage, subject to a maximum of 70% of the Statewide average weekly wage. New Jersey paid family leave benefits are financed through employee contributions. Paid family leave benefits taken on an intermittent basis will be available up to a maximum of 56 days in a 12-month period.

Eligibility

Employees must have had at least 20 calendar weeks in covered New Jersey employment, and meet the minimum earning requirements under the Temporary Disability Insurance law, to be eligible for paid family leave benefits. If eligible, there is no waiting period before usage.

Reasons for Leave

New Jersey paid family leave benefits are provided to eligible employees who must take time off:

- To care for a family member (as defined below) with a serious health condition;
- To be with a child during the first 12 months after the child's birth, if either the employee, or the domestic partner or civil union partner of the employee, is a biological parent of the child, or is a parent of the child pursuant to a valid gestational carrier agreement;
- To be with an adopted or foster child during the first 12 months after the placement of the child for adoption or as a foster child; or
- For reasons covered under the New Jersey Security and Financial Empowerment ("SAFE") Act, on the employee's own behalf, if the employee is a victim of an incident of domestic violence a sexually violent offense, or to assist a family

member of the employee who has been a victim of an incident of domestic violence or a sexually violent offense; or

- During a state of emergency declared by the Governor, or when indicated to be needed by the Commissioner of Public Health or other public authority, because of an illness caused by an epidemic of a communicable disease, a known or suspected exposure to a communicable disease, or efforts to prevent spread of a communicable disease, which requires in-home care or treatment of a family member of the employee due to: (1) the issuance by a healthcare provider or the commissioner or other public health authority of a determination that the presence in the community of a family member may jeopardize the health of others; and (2) the recommendation, direction, or order of the provider or authority that the family member be isolated or quarantined because of suspected exposure to the communicable disease.

Covered Family Members

For purposes of this policy, family member includes (1) children, (2) parents, (3) parents-in-law, (4) grandparents, (5) grandchildren, (6) siblings, (7) spouses, (8) domestic partners, (9) civil union partners, (10) any other individual related by blood to the employee, and (11) any other individual that the employee shows to have a close association with the employee which is the equivalent of a family relationship.

Bonding Leave

In the case of paid family leave benefits taken to care for a newborn, newly adopted child, or newly placed foster child, the following conditions apply:

- Paid family leave benefits must be taken during the first 12 months after the child's birth, placement or adoption.
- Paid family leave benefits may be taken on a continuous, non-intermittent basis if the employee provides the Company with no less than 30 days' notice before the paid family leave begins, unless an exception under applicable law applies.
- Paid family leave benefits may be taken intermittently if the employee (a) provides the Company with no less than 15 days' notice before the first day the benefits are paid, unless an emergency or unforeseen circumstances preclude such notice, (b) makes a reasonable effort to schedule the leave in a way that will result in minimal disruption to operations, and (c) if possible, provides the Company with a regular schedule of the days or days of the week on which the intermittent leave will be taken.

Care for a Family Member

In the case of a family member with a serious health condition, the following provisions apply:

- Paid family leave benefits may be taken on a continuous, non-intermittent basis, if the employee (a) provides the Company with prior notice in a reasonable and practicable manner, unless an emergency or unforeseen circumstances preclude such notice, (b) makes a reasonable effort to schedule the leave in a way that will result in minimal disruption to operations, and (c) satisfies applicable certification requirements.

- Paid family leave benefits may be taken intermittently if the employee (a) provides the Company with no less than 15 days' notice before the first day the benefits are paid, unless an emergency or unforeseen circumstances preclude such notice, (b) makes a reasonable effort to schedule the leave in a way that will result in minimal disruption to operations, (c) satisfies applicable certification requirements, and (d) if possible, provides the Company with a regular schedule of the days or days of the week on which the intermittent leave will be taken.

Where paid family leave benefits are received in connection with the serious health condition of a covered family member, the employee must obtain a medical certification from the family member's health care provider setting forth: (i) the date, if known, on which the serious health condition commenced; (ii) the probable duration of the condition; (iii) the medical facts regarding the condition; (iv) a statement that the condition warrants the individual providing care; (v) an estimate of the amount of time the individual may need to care for the family member; (vi) if the leave is intermittent, a statement of the medical necessity for the intermittent leave and the expected duration of the intermittent leave; and (vii) if the leave is intermittent and for planned medical treatment, the dates of the treatment.

Safe Time Leave

Where paid family leave benefits are received in connection with an absence for reasons covered under the New Jersey SAFE Act (as set forth above), the employee may be required to provide appropriate supporting documentation. Please contact Human Resources for further information.

Interplay with FMLA and other Paid Time Off

The paid family leave benefits received pursuant to this law run concurrently with any unpaid leave taken under the New Jersey Family Leave Act (NJFLA) and the federal Family and Medical Leave Act (FMLA), where legally permissible. Employees may choose to use any accrued paid Sick Time before receiving paid family leave insurance benefits.

New York Addendum to Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all New York employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

POLICY AGAINST DISCRIMINATION AND HARASSMENT

NON-DISCRIMINATION

In accordance with the New York State Human Rights Law and New York City Administrative Code, in addition to the other protected categories listed in the main Handbook, the Company will not discriminate against individuals based upon familial status, caregiver status, domestic violence victim status, unemployment status, natural hairstyles, or on the basis of sexual and reproductive health decision-making (including, but not limited to, a decision to use or access a particular drug, device or medical service).

ANTI-HARASSMENT, NON-DISCRIMINATION AND ANTI-RETALIATION POLICY

The Company is committed to maintaining a workplace free from discrimination, retaliation and sexual and any other forms of harassment, as well as an environment where all employees are treated with respect and dignity. The Company does not tolerate any form of discrimination or harassment based on race (including, but not limited to, natural hair, hair texture, hair type and protective hairstyles), color, creed, religion, sex, sexual orientation, sex stereotyping (including assumptions about a person's behavior or appearance, gender roles, gender expression, or gender identity), gender, gender identity or expression, including gender dysphoria, transgender status, pregnancy (including childbirth and medical conditions related to pregnancy, childbirth or breastfeeding), national origin, age, disability, marital status, military or veteran status, citizenship or immigration status, height, weight, genetic information (including predisposing genetic characteristics), familial status, caregiver status, domestic violence victim status, unemployment status, on the basis of sexual and other reproductive health decision-making (including, but not limited to, a decision to use or access a particular drug, device or medical service), or status in any group or class protected by applicable federal, state or local law ("Protected Characteristics"). For additional information in support of this commitment please refer to the Company's EEO policy statement in the main Handbook.

Discrimination and Harassment

The Company does not tolerate discrimination, harassment or retaliation. The Company expressly prohibits any form of discrimination or harassment because of any Protected Characteristics. Improper interference with the ability of individuals to perform their expected job duties is not tolerated.

Each member of management is responsible for creating an atmosphere free of discrimination, harassment and retaliation. Everyone is responsible for refraining from discrimination, harassment or retaliation of anyone doing business on behalf of the Company. This policy prohibits harassment, discrimination, and retaliation, whether engaged in by fellow employees, a supervisor, or Non-Employees.

This policy applies to all employees, applicants for employment, interns, and certain Non-Employees, as defined in Footnote 1 (together, "Covered Individuals"), regardless of

immigration status.³ All must follow and uphold this policy. It applies to all incidents of alleged discrimination, harassment or retaliation, including but not limited to, any work-related setting outside the workplace such as offsite meetings and business-related social events, where the alleged offender is a job applicant, your supervisor, co-worker, or a Non-Employee.

Violations of this policy include any discriminatory remarks, threats of violence or similar unlawful conduct, or other verbal or physical conduct that constitutes harassment towards an individual based on their Protected Characteristics. Individuals who violate this policy are subject to discipline up to and including an unpaid suspension or termination, and/or other appropriate corrective action. Harassment that is expressly prohibited by this policy includes, but is not limited to:

- Visual conduct, including displaying of derogatory objects or pictures, cartoons, graffiti or posters relating to another person's Protected Characteristics;
- Verbal conduct, including making or using derogatory comments, epithets, slurs and jokes relating to another person's Protected Characteristics; and
- Hostile actions taken against an individual because of their Protected Characteristics such as: interfering with or damaging a person's workstation or equipment, sabotaging an individual's work, interfering with an individual's ability to perform the job, and name-calling or other forms of verbal abuse.

Sexual Harassment

Sexual harassment is a form of gender-based discrimination which is prohibited by federal, state, and (where applicable) local law. Sexual harassment may also be unlawful. Sexual harassment includes harassment on the basis of self-identified or perceived sex, sexual orientation, gender expression, gender identity and the status of being transgender. Sexual harassment is not limited to sexual contact, touching, or expressions of a sexually suggestive nature. Sexual harassment includes all forms of gender discrimination including gender role stereotyping and treating employees differently because of their gender.

Understanding gender diversity is essential to recognizing sexual harassment because discrimination based on sex stereotypes, gender expression and perceived identity are all forms of sexual harassment. The gender spectrum is nuanced, but the three most common ways people identify are cisgender, transgender, and non-binary. A cisgender person is someone whose gender aligns with the sex they were assigned at birth. Generally, this gender will align with the binary of male or female. A transgender person is someone whose gender is different than the sex they were assigned at birth. A non-binary person does not identify exclusively as a man or a woman. They might identify as both, somewhere in between, or completely outside the gender binary. Some may identify as transgender, but not all do. Respecting an individual's gender identity is a necessary first step in establishing a safe workplace.

Sexual harassment is unlawful when it subjects an individual to inferior terms, conditions, or privileges of employment. In New York, harassment does not need to be severe or pervasive to be

³ A Non-Employee is someone who is (or is employed by) a contractor, subcontractor, vendor, consultant, or anyone providing services in the workplace, including but not limited to Medical Facility employees. Protected Non-Employees include persons commonly referred to as independent contractors, "gig" workers and temporary Company workers. Also included are persons providing equipment repair, cleaning services or any other services provided pursuant to a contract with Company. Nothing herein is intended to create an employment relationship between the Company and Medical Facility employees, contractors, subcontractors, vendors, consultants, independent contractors or temporary agency workers.

illegal. It can be any harassing behavior that rises above petty slights or trivial inconveniences viewed from the standpoint of a reasonable victim of discrimination with the same protected characteristics. Every instance of harassment is unique to those experiencing it, and there is no single boundary between petty slights and harassing behavior. The intent of the behavior, for example, making a joke, does not neutralize a harassment claim. Not intending to harass is not a defense. The impact of the behavior on a person is what counts.

Sexual harassment includes any unwelcome conduct which is either directed at an individual because of that individual's gender identity or expression (actual or perceived), or is of a sexual nature when: (i) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment, even if the reporting individual is not the intended target of the sexual harassment; (ii) such conduct is made either explicitly or implicitly a term or condition of employment or engagement; or (iii) submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual's employment or engagement by the Company. Such decisions can include what shifts and how many hours an employee might work, project assignments, as well as salary and promotion decisions.

Examples of conduct that may constitute sexual harassment and that are prohibited include, but are not limited to, the following:

- Physical acts of a sexual nature, such as: touching, pinching, patting, kissing, grabbing another Covered Individual's body, sexual assault or attempts at sexual assault;
- Unwanted sexual comments, advances or propositions, such as: requests for sexual favors accompanied by implied or overt threats concerning the target's job performance, a promotion, or other job benefit or detriment, or subtle or obvious pressure for unwelcome sexual activities, or repeated requests for dates or romantic gestures, including gift giving;
- Sexually oriented gestures, noises, remarks, jokes or comments about or inquiries into a person's sexuality, sexual experience, or romantic history, or commentaries about a person's body, which create a hostile work environment. Remarks made over virtual platforms and in messaging apps when employees are working remotely can create a similarly hostile work environment;
- Sex stereotyping, which occurs when conduct or personality traits are considered inappropriate simply because they may not conform to other people's ideas or perceptions about how individuals of a particular sex should act, look or dress;
- Remarks regarding an employee's gender expression, such as wearing a garment typically associated with a different gender identity;
- Asking employees to take on traditionally gendered roles, such as asking a woman to serve meeting refreshments when it is not part of, or appropriate to, her job duties;
- Sexual or discriminatory displays or publications, such as: displaying pictures, posters, calendars, objects, or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace or elsewhere. This also

extends to the virtual or remote workspace and can include having such materials visible in the background of one's home during a virtual meeting; and

- Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity, or gender expression, including interfering with or damaging a person's workstation or equipment, sabotaging an individual's work, interfering with an individual's ability to perform the job, bullying, yelling, name-calling or other forms of verbal abuse, intentional misuse of an individual's preferred pronouns, or creating different expectations based on perceived identities, such as dress codes focused on women's attire and treating caregivers or parents differently than others.

Sexual harassment can occur between any individuals, regardless of their sex or gender. A superior, subordinate, coworker or anyone in the workplace including an independent contractor, temporary agency worker, vendor, client, customer, constituent or visitor can engage in sexual harassment..

Sexual harassment does not happen in a vacuum and discrimination experienced by a Covered Individual can be impacted by biases and identities beyond an individual's gender. For example:

- Placing different demands or expectations on black women employees than white women employees can be both racial and gender discrimination;
- An individual's immigration status may lead to perceptions of vulnerability and increased concerns around illegal retaliation for reporting sexual harassment; or
- Past experiences as a survivor of domestic or sexual violence may lead an individual to feel re-traumatized by someone's behaviors in the workplace.

Individuals bring personal history with them to the workplace that might impact how they interact with certain behavior. It is especially important for all employees to be aware of how words or actions might impact someone with a different experience than their own in the interest of creating a safe and equitable workplace.

Further, sexual harassment can occur anywhere. Sexual harassment is not limited to the physical workplace itself. It can occur while Covered Individuals are traveling for business or at Company sponsored events or parties. Calls, texts, emails, and social media usage by Covered Individuals can constitute inappropriate workplace harassment, even if they occur away from the workplace premises, on personal devices, or during non-work hours.

Sexual harassment can occur when Covered Individuals are working remotely from home as well. Any behaviors outlined above that leave Covered Individuals feeling uncomfortable, humiliated, or unable to meet their job requirements constitute harassment even if the Covered Individuals are home when the harassment occurs. Harassment can happen on virtual meeting platforms, in messaging apps, and after working hours between personal cell phones.

Retaliation

Retaliation is prohibited by the Company and is unlawful.. Retaliation is any adverse action that seeks to discourage an individual from coming forward to report or support a discrimination or harassment complaint, or that may occur as a result of any "protected activity" as defined below in this policy. Adverse action need not be job-related or occur in the workplace to constitute

retaliation. For example, threats of physical violence outside of work hours or disparaging someone on social media would be covered as retaliation under this policy.

Examples of retaliation may include, but are not limited to:

- Demotion, termination, denying accommodations, reduced hours, or the assignment of less desirable shifts;
- Publicly releasing personnel files;
- Refusing to provide a reference or providing an unwarranted negative reference;
- Labeling an employee as “difficult” and excluding them from projects to avoid “drama;”
- Undermining an individual’s immigration status; or
- Reducing work responsibilities, passing over for a promotion, or moving an individual’s desk to a less desirable office location.

Federal, state and local laws protect any individual who has engaged in “protected activity.” Protected activity occurs when a person has, in good faith: (i) made a complaint of discrimination, or harassment, either internally or with any anti-discrimination agency; (ii) testified or assisted in a proceeding involving federal, state, or local anti-discrimination law; (iii) opposed discrimination or harassment by making a verbal or informal complaint to management, or by simply informing a supervisor or manager of discrimination or harassment; (iv) reported that another individual has been discriminated against or harassed; or (v) encouraged an individual to report discrimination or harassment. Even if the alleged harassment does not turn out to rise to the level of a violation of law, the individual is protected from retaliation if the person had a good faith belief that the practices were unlawful. However, making intentionally false claims of discrimination, harassment or retaliation is not protected activity.

Reporting Discrimination, Harassment and/or Retaliation Internally

The Company cannot prevent or remedy discrimination, harassment or retaliation unless it knows about it. Any person who has been subjected to behavior that may constitute discrimination, harassment and/or retaliation, or who has witnessed or becomes aware of conduct that may constitute discrimination, harassment and/or retaliation, must report such behavior to either their immediate supervisor, their next level supervisor, and/or Human Resources. Supervisors and managers have a special responsibility to make sure employees feel safe at work and that workplaces are free from harassment, discrimination and retaliation. There is no formal chain of command when it comes to reporting any issues, concerns or formal complaints regarding discrimination or harassment, and individuals may bypass their supervisor or anyone in their chain of command, and report behavior directly to Human Resources without fear of retaliation.

Reporting must be as soon after the event occurs as possible. Should the alleged harassment occur at a time other than normal business hours, the complaint should be voiced as early as practicable on the first business day following the alleged incident.

Complaints may be made verbally or in writing. A Complaint Form for submission of a written complaint is attached to this Addendum, and you are encouraged (but not required) to use this Complaint Form to report potential discrimination, harassment and/or retaliation. A verbal or otherwise written complaint (such as an email) on behalf of oneself or another employee is also acceptable.

You are also encouraged (though not required) to inform the alleged harasser that the behavior is unwelcome. In many instances, a person may be unaware that his or her conduct is unwelcome or offensive and when so advised, can easily and willingly correct the conduct so that it does not re-occur.

Supervisory Responsibilities

Supervisors and managers have a responsibility to prevent sexual harassment and discrimination. All supervisors and managers who receive a complaint or information about suspected discrimination, harassment or retaliation, observe what may be discriminatory, harassing or retaliatory behavior, or for any reason suspect that discrimination, harassment or retaliation is occurring, are required to report such suspected discrimination, harassment or retaliation to Human Resources. Managers and supervisors should not be passive and wait for an employee to make a claim of harassment. If they observe such behavior, they must act.

In addition to being subject to discipline, up to and including an unpaid suspension or termination, and/or other appropriate corrective action if they engaged in discriminatory, harassing or retaliatory conduct themselves, supervisors and managers will be subject to discipline, up to and including an unpaid suspension or termination, and/or other appropriate corrective action for failing to report suspected discrimination, harassment or retaliation, or otherwise knowingly allowing discrimination, harassment or retaliation to continue after they know about it.

Supervisors and managers must be mindful of the impact that discrimination and a subsequent investigation has on victims of such conduct and must accommodate the needs of individuals who have experienced discrimination, harassment or retaliation during and after any investigation.

Bystander Intervention

Any employee witnessing discrimination or harassment as a bystander is encouraged to report it, but supervisors and managers who are bystanders to such conduct are required to report it.

When a bystander witnesses discrimination or harassment, they may:

- Interrupt the harassment by engaging with the individual being harassed and distracting them from the harassing behavior;
- Ask a third party to help intervene in the incident if the bystander feels unsafe interrupting on their own;
- Record or take notes on the incident to benefit a future investigation;
- Check in with the person who has been discriminated against or harassed after the incident, and let them know the behavior was not ok; and
- Confront the harassers and name the behavior as inappropriate. When confronting harassment, physically assaulting an individual is never an appropriate response.

Complaint And Investigation Process

All complaints or reports of actual or suspected discrimination, harassment and/or retaliation will be investigated in an impartial, timely, sensitive, and thorough manner. Investigations will be kept

confidential to the extent possible. The rights and interests of all persons involved, including complainants, witnesses and alleged wrongdoers, will be protected during all investigations.

Everyone is required to cooperate as needed in an investigation into allegations of suspected discrimination, harassment or retaliation and in all other company investigations. Anyone who intentionally provides false or inaccurate information during an investigation will be subject to discipline, up to and including an unpaid suspension or termination, and/or appropriate remedial action.

While the process may vary from case to case, in conducting an investigation, the Company will: (i) promptly review the allegations and take any interim actions, as appropriate; (ii) prepare a complaint form or equivalent documentation where the reporter refuses to reduce a verbal complaint to writing; (iii) where necessary and appropriate, interview parties involved, including any relevant witnesses; (iv) obtain, review and preserve documents that may be relevant to the investigation; (v) create written documentation of the investigation, which will be maintained in a secure and confidential location; (vi) take appropriate disciplinary and/or other remedial actions if a violation of this policy occurred; and (vii) communicate the results of any official investigation as deemed appropriate by the Company in its discretion.

Anyone who engages in discrimination, harassment or retaliation will be subject to appropriate disciplinary action, up to and including an unpaid suspension or termination, and/or other appropriate corrective action. The Company will also review its relationships and engagements with any non-employees who engage in such behavior to determine if such relationships or engagements should be continued.

External Legal Protections And Remedies

Discrimination, harassment and retaliation are not only prohibited by the Company but also are prohibited by state, federal, and, where applicable, local law, and may also be unlawful.

It is the Company's desire to resolve all complaints of discrimination, harassment and/or retaliation through the Company's internal complaint resolution process described above. However, the Company also recognizes an individual's right to seek assistance from outside agencies. Aside from the internal process at the Company, those who believe they may have been sexually harassed and/or retaliated against may choose to contact the following governmental entities.

The Company is subject to the New York Executive Law, administered by the New York State Division of Human Rights ("SDHR"), Title VII of the Civil Rights Act, administered by the U.S. Equal Employment Opportunity Commission ("EEOC"), and the New York City Human Rights Law, administered by the New York City Commission on Human Rights ("CCHR"). These agencies take complaints of discrimination, harassment, and retaliation and investigate to make determinations on the merits. The DHR has established a workplace sexual harassment hotline which provides free and confidential assistance to callers. The hotline number is 1-800-HARASS-3 (1-800-427-2773) and operates during DHR business hours. The DHR's main office contact information is: NYS Division of Human Rights, One Fordham Plaza, Fourth Floor, Bronx, New York 10458. You can locate the nearest regional DHR office by calling (718) 741-8400 or at www.dhr.ny.gov. Complaints of sexual harassment filed with the DHR may be submitted any time within three years of the harassment. If an individual does not file a complaint with the DHR, they can bring a lawsuit directly in state court under the Human Rights Law, within three years of the alleged sexual harassment.

The EEOC has district area and field offices where complaints can be filed. You may contact the EEOC by calling (800) 669-4000 (TTY: 1-800-669-6820) or by visiting their website at

www.eeoc.gov or by email at info@eeoc.gov. An individual may file a complaint with the EEOC anytime within 300 days from the most recent incident of harassment.

Information about the CCHR is located at www.nyc.gov/html/cchr/html/home/home.shtml or by calling 311 or (212) 306-7450. Many localities enforce laws protecting individuals from discrimination, harassment, or retaliation. Contact your county, city or town to see if such a law exists.

Administrative and judicial review of agency determinations is provided for by the laws in question. You also have the right to file a complaint in a court of law.

If there is a finding that the law was violated, remedies may include termination of unlawful acts, monetary damages, including back pay and benefits, attorney's fees and costs, civil fines, equitable relief and possible liquidated damages.

**HARASSMENT/DISCRIMINATION/RETALIATION COMPLAINT FORM
NEW YORK EMPLOYEES**

If you believe that you have experienced or witnessed conduct that is prohibited by our Anti-Harassment, Non-Discrimination, and Anti-Retaliation Policy, you are encouraged to use this form to report such conduct or report it verbally to Human Resources.

Your Name & Title

Your Phone Number and Email Address

Your Immediate Supervisor/Manager

Date Offending Conduct First Occurred

Date Offending Conduct Last Occurred

Harassment/Discrimination: If you believe that you have been subjected to harassment or discrimination, witnessed it, or have knowledge of harassment or discrimination, please describe the conduct or actions (if you need more space, please continue on a separate piece of paper):

Retaliation: If you believe that you or another employee were treated differently after reporting or helping someone report harassment or discrimination, participating as a witness in an investigation or other judicial or administrative action, or opposing harassment/discrimination, check the box below, state how you or another employee opposed harassment/discrimination, and explain the retaliatory conduct:

I believe that I and/or another employee was retaliated against:

Alleged Wrongdoer: Identify the person or people who harassed, discriminated, and/or retaliated against you and/or another employee (if you need more space, please list them on a separate piece of paper):

Name: _____ **Title:** _____

Name: _____ **Title:** _____

Witnesses: List all witnesses to the harassing, discriminating, or retaliatory conduct (if you need more space, please list them on a separate piece of paper):

Name: _____ **Title:** _____

Name: _____ **Title:** _____

Documents: If there are any documents that you believe are relevant to your complaint, please attach them.

Additional Information: If there is any additional information that you would like to provide or that you believe would assist us in our investigation, tell us more in the space below (if you need more space, please continue on a separate piece of paper):

PROTECTION OF SEXUAL AND REPRODUCTIVE HEALTH DECISION MAKING

The Company supports and respects the sexual and reproductive health decisions of our employees and their families, and does not discriminate or retaliate against employees because of these decisions.

“Sexual and reproductive health decisions,” means a person’s decisions as to whether to use a particular drug, device or medical service in relation to the individual’s sexual or reproductive health, including the reproductive system and its functions.

The Company will not: (i) access information concerning an employee’s sexual or reproductive health decisions, or those of the employee’s dependent, without first obtaining the employee’s informed affirmative written consent; (ii) discriminate or retaliate against any employee with respect to compensation or terms, conditions or privileges of employment because of the employee’s sexual or reproductive health decisions, or those of the employee’s dependent; or (iii) require an employee to sign any document or waiver that purports to deny that employee the right to make their own reproductive health decisions. Employees may bring a civil action for alleged violations of this policy, and may recover monetary damages, injunctive relief, reinstatement, and liquidated damages.

Employees who feel they have been discriminated or retaliated against, or otherwise experienced any violation of this policy, should contact Human Resources.

MEAL PERIODS

Employees who work shifts of more than six hours that extend over the hours of 11:00 AM to 2:00 PM must take an unpaid 30 minute meal period between the hours of 11:00 AM and 2:00 PM. An employee whose shift begins before 11:00 AM and extends past 7:00 PM must take an additional unpaid 20 minute meal period between the hours of 5:00 PM and 7:00 PM. Employees who work shifts of more than six hours between the hours of 1:00 PM and 6:00 AM must take an unpaid 45 minute meal period midway through their shifts.

NEW YORK DISABILITY BENEFITS LAW

All employees who have been employed by the Company or another covered employer for at least four consecutive weeks are covered under New York’s Disability Benefits Law, which provides financial benefits (partial pay) if you are disabled by an off-duty injury or illness, as outlined under the law. Benefits are paid for a maximum of 26 weeks of disability during a 52 consecutive week period. However, there is a 7-day waiting period for which no benefits are paid. Employees may elect to use their accrued paid Sick Time during this waiting period. Benefit rights begin on the eighth consecutive day of disability.

The Company may collect employee contributions, to offset the cost of providing this benefit, in the form of a payroll deduction. This deduction is computed in accordance with the applicable rate as defined by New York law.

In no event will employees receive more than 100% of their pay for any period of disability.

PAID FAMILY AND MEDICAL LEAVE

Employees who are based in New York State may be eligible to receive benefits through the New York Paid Family Leave (“PFL”) program. PFL benefits are financed through employee contributions via payroll deductions in amounts determined by New York State.

Eligibility

Employees whose regular schedule is for 20 or more hours per week are eligible for PFL if they have been employed for 26 consecutive work weeks. If employees are regularly scheduled to work fewer than 20 hours per week, such employees become eligible for PFL after 175 work days (not calendar days). Once an employee is eligible, there is no waiting period for PFL benefits. If two spouses work for the Company, only one employee at a time is eligible for PFL to bond with the same child or care for the same family member, but each employee is eligible for their own amount of PFL at different times.

Use of Leave

PFL is not for an employee's own illness or disability. PFL may be taken by an eligible employee for the following purposes:

- To provide care or participate in providing care, including physical or psychological care, for a covered Family Member, defined as a child,⁴ parent,⁵ grandparent,⁶ grandchild,⁷ spouse, domestic partner, or sibling when the Family Member has a serious health condition;
- To bond with their child the first year after birth, adoption, or foster placement (including time before the actual placement or adoption of a child if an absence from work is required for the placement for adoption or foster care to proceed); or
- For any "qualifying exigency" under the Family Medical Leave Act ("FMLA"), where the covered family member, as defined under the FMLA, is on active duty or has been notified of an order to resume active duty in the military. (See Employee Handbook for more details regarding your rights under the FMLA.)

Amount of Leave Time/Leave Benefits

Employees will be eligible to take up to 12 weeks of PFL in any 52-consecutive week period. Benefits will be paid at the rate of 67% of the employee's average weekly wage, but not more than 67% of the state average weekly wage.

Employees may not collect NYS disability payments and PFL at the same time. Employees may not use more than a total of 26 weeks of disability and PFL benefits in any 52-consecutive week period. An employee may receive NYS disability or PFL benefits during the postpartum period, but not both at the same time.

PFL leave may be taken in weekly or daily increments. PFL may be taken in shorter increments only if used for a covered purpose under both PFL and FMLA, if taken concurrently with leave under the FMLA and intermittent leave is granted.

Employees may choose to coordinate use of Sick Time with PFL payments during PFL leave in order to receive 100% of compensation. Any Sick Time taken during PFL leave will be counted

⁴ Defined as a biological, adopted, or foster son or daughter, a stepson or stepdaughter, a legal ward, a son or daughter of a domestic partner, or the person to whom the employee stands in loco parentis.

⁵ Defined as a biological, foster, or adoptive parent, a parent-in-law, a stepparent, a legal guardian, or other person who stood in loco parentis to the employee when the employee was a child.

⁶ Defined as a parent of the employee's parent. (See definition of "parent").

⁷ Defined as a child of the employee's child. (See definition of "child").

against the maximum PFL allotment, even if an employee does not elect to receive PFL benefits during this period of leave. At no time will an employee ever receive more than 100% of their pay.

If PFL is taken for a PFL and FMLA qualifying reason and FMLA applies, then PFL will run concurrently with FMLA leave. PFL leave also runs concurrently with other forms of leave, as permitted by law.

Notice Requirements

If PFL leave is foreseeable based on an expected birth or placement, planned medical treatment, or known military exigency or otherwise, employees must provide no less than 30 days' notice before the leave is to begin, or as soon as is practicable. When the need for leave is foreseeable, failure to provide 30 days' notice may result in partial denial of a claim. If PFL leave is not foreseeable, if dates of the scheduled leave change or are extended, or were initially unknown, the employee must advise the Company as soon as is practicable.

If PFL is taken on an intermittent basis, employees must advise the Company of the schedule for intermittent leave, to the extent practicable. Employees must also provide notice as soon as is practicable before each day of intermittent leave.

Health Benefits While on Leave

During the leave, the Company will maintain an employee's group health benefits on the same conditions as if they had continued working their regular schedule, in accordance with the policies set out in the main Employee Handbook. If an employee chooses not to retain health plan coverage while on PFL or the coverage lapses due to non-payment of premiums, upon the employee's return from PFL, the employee shall be reinstated into the health plan on the same terms the employee had prior to taking leave. (Other benefits will be governed in accordance with the terms of each benefit plan.)

Waiver

Employees may opt to waive their eligibility for PFL if:

- their regular employment schedule is 20 hours or more per week and the employee will not work 26 consecutive weeks in a 52-consecutive week period; or
- their regular employment schedule is fewer than 20 hours per week and the employee will not work 175 days in a 52-consecutive week period.

Should the regular work schedule of an employee change, such that they will reach the eligibility thresholds detailed above, within 8 weeks of such change any waiver is deemed revoked, and the employee must begin making contributions to the state for the cost of PFL benefits, retroactive to the date of hire, upon receiving notice from the Company.

Non-Retaliation Policy and Reinstatement After Leave

The Company's non-retaliation and non-discrimination policies apply to employees using PFL. Employees will normally be reinstated to the same or a comparable position after their PFL leave ends, consistent with applicable law. Trusted On-Demand does not control job openings and placements, and all jobs and placements are subject to the needs and requirements of the Medical Facilities. If you believe you may need to take PFL or have any questions, please advise Human Resources.

LACTATION ACCOMMODATION

In consideration of employees who may be lactating, and in accordance with section 206-c of the New York Labor Law, the Company will provide employees who are nursing or pumping with thirty minutes of paid lactation break time when the employee has a reasonable need to express breast milk. Employees may also opt to take a shorter break. Employees who require a longer break may combine these paid breaks with existing paid break or meal time. The paid lactation break time will be provided as often as an employee reasonably needs to express breast milk. This time will be provided to employees for up to three years following childbirth.

The Company cannot control the use of Medical Facility rooms. Please consult with your Medical Facility regarding the designation of an appropriate room with sufficient privacy to serve as a lactation room. The lactation room may be used for other purposes when not in use by an employee expressing milk. The room will have the necessary furniture and amenities, so as to satisfy any legal requirements established by applicable law. If the lactation room is not in reasonable proximity to the employee's workspace, the Company will discuss alternative options.

After coordinating with the Medical Facility, employees wishing to use the lactation room should contact, by telephone or via email, the Human Resources representative and indicate that the employee will need accommodations for expressing breast milk at work. Employees also may submit requests to use a lactation room by submitting the attached form to Human Resources. Requests will be addressed within a reasonable time, but no longer than 5 business days following receipt. The Company recognizes that employees' lactation accommodation needs may change over time. Employees may request changes to their existing lactation accommodation at any time.

Use of the lactation room will be on a single occupancy, first come, first served basis. In the event that more than one nursing mother will require use of the lactation room at the same time, the Company will consult with the Medical Facility regarding creating a schedule.

The Company will endeavor to accommodate nursing mothers. However, should a lactation room-related request be determined to pose an undue hardship, the Company will engage in a cooperative dialogue with the employee to determine what alternative accommodations might be available.

The Company prohibits discrimination, retaliation, and harassment against an employee who requests or chooses to express milk in the workplace. Should you have any questions regarding this Lactation Policy, please contact Human Resources.

External Resources

While we always prefer to resolve our differences through our internal procedures, if you believe that you have experienced discrimination, retaliation or any violation of your right to express breast milk at work, you may contact the New York State Department of Labor's Division of Labor Standards at 1-888-52 LABOR, via email at LSAsk@labor.ny.gov, or visit the nearest office which may be found at dol.ny.gov/location/contact-division-labor-standards. Complaints are confidential.

Federal Resources

Employees are also protected by the federal PUMP Act. Under the PUMP Act, any covered employees not provided with breaks and an adequate space to pump for up to a year after

childbirth may file a complaint with the U.S. Department of Labor or commence a private suit. Additional information may be found at dol.gov/agencies/whd/pump-at-work.

LACTATION ROOM REQUEST FORM

Employees have a right to request use of a lactation room. Lactating employees who would like to request the use of a lactation room to express breast milk may submit requests to Human Resources directly, or by using this Request Form.

Employee Name: _____ **Employee ID:** _____

I will need use of a lactation room beginning on [date]: _____

Requested Number of Lactation Breaks Per Day: _____

During already-provided meal or break time? _____ yes _____ no

If no, please provide details of amount of additional time requested.

Estimated Lactation Break Schedule Needed:

Employees may request changes to their existing lactation accommodation at any time.

Date Submitted _____ Employee Signature _____

____ Your request is approved.

____ Your request is approved as follows: _____

Trusted On-Demand Signature _____ Date _____

Trusted On-Demand Printed Name: _____

PAID PRENATAL PERSONAL LEAVE POLICY

All pregnant employees who work for the Company in New York are eligible for Paid Prenatal Personal Leave ("PPPL") under this policy.

PPPL provided pursuant to this policy and applicable law is provided in addition to any other available leave, including paid sick and safe leave an eligible employee may receive pursuant to the Company's Paid Sick Time Policy. Employees may be entitled to additional paid time off under the Company's policies in the main Employee Handbook.

Reasons for Use

An eligible employee may use PPPL to receive health care services during their pregnancy or related to such pregnancy, including physical examinations, medical procedures, monitoring and testing, and discussions with a health care provider related to the pregnancy, and for any other reason covered by applicable law. However, PPPL may not be used for post-natal or postpartum purposes. In addition, PPPL may not be used by spouses, partners, or other support persons to attend prenatal appointments with a pregnant person.

Amount of PPPL

Eligible employees may use up to 20 hours of PPPL during any 52-week calendar period, which begins the first time an eligible employee uses PPPL.

Increments of Use

PPPL may be used in minimum increments of one hour.

Notice and Documentation

Employees requesting to use PPPL should notify their supervisor or Human Resources, and employees are encouraged to provide advance notice when possible. The Company will not require employees to provide any confidential information about their health condition when requesting to use PPPL.

Effect of PPPL on Attendance; Retaliation Prohibited

PPPL taken under this policy will not be counted as an absence under the Company's attendance policy. Further, the Company will not discriminate or retaliate against an employee who requests or uses PPPL or otherwise exercises their rights under applicable law.

PPPL Payout Upon Separation of Employment

Unless otherwise required by applicable law, PPPL is not paid out upon termination, resignation, retirement or other separation from employment and is not paid out at any time during employment (i.e., unused PPPL is forfeited).

Oregon Addendum to the Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Oregon employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

DISCRIMINATION AND HARASSMENT

This policy supplements the Anti-Discrimination and Anti-Harassment Policy set forth in the employee handbook in compliance with Oregon law.

The company's Anti-Discrimination and Anti-Harassment Policy also prohibits discrimination and harassment based on a person's expunged juvenile record and specifically prohibits sexual assault.

In addition to the reporting procedure set forth in the Employee Handbook, the Company and employees should also document any incidents involving conduct prohibited by this policy.

Oregon employees have five years to file a claim for any occurrence of an unlawful employment practice under ORS 659A.030, ORS 659A.082, or 659A.112 (which include discrimination on the basis of most protected classes) that occurs on or after September 29, 2019.

The Company may not require or coerce a former, current, or prospective Oregon employee to enter into a nondisclosure or non-disparagement agreement involving conduct that is prohibited by the policy. Under this policy, a nondisclosure agreement is any agreement by which one or more parties agree not to discuss or disclose information regarding any complaint of work-related harassment, discrimination, or sexual assault. A non-disparagement agreement is any agreement by which one or more parties agree not to discredit or make negative or disparaging written or oral statements about any other party or the company. However, if an employee believes they have been subject to conduct prohibited by this policy they may voluntarily request to enter into such an agreement, as described above, and will also have at least seven days to revoke any such agreement.

MEAL AND/OR REST PERIODS

Employees scheduled to work six (6) hours will receive one thirty (30) minute unpaid meal period. Employees will receive a paid rest period of at least ten (10) minutes for each segment of four (4) hours (or major part thereof) worked. Rest periods must be taken in addition to and may not be combined with meal periods. Rest periods should be taken during the middle of the shift and may not be used to come to work late or to leave early.

OREGON FAMILY LEAVE ACT (OFLA)

Oregon, employees may be eligible for OFLA as follows:

- (a) Employees who have worked for the company for at least 180 days and have worked an average of at least 25 hours per week during the 180 days prior to the date the leave is to begin (immediately eligible);
- (b) Employees who are reemployed or returning to work within 180 days and who were eligible for OFLA leave at the time of their separation from employment or the beginning of their temporary cessation of work (immediately eligible);

(c) Employees who are reemployed or returning within 180 days who were not yet eligible for OFLA leave at the time of their separation from employment or the beginning of their temporary cessation of work (will receive credit for the time worked prior to the break in service to establish eligibility); and

(d) During a period of a public health emergency, employees are eligible for public health emergency related leave if: (1) they work for a covered employer; (2) they have been employed for at least 30 days immediately before the leave begins; and (3) they have worked at least 25 hours per week during the 30 days immediately preceding the leave.

To determine the number of days an employee has worked or the average hours of work per week for evaluating an employee's eligibility for OFLA leave, the Company will count any hours of protected leave taken, including OFLA leave and military service.

Eligible employees may take unpaid OFLA leave for the following reasons:

1. **Pregnancy Disability Leave.** For an employee's own illness, injury, or condition related to pregnancy or childbirth, that disables the employee from performing any available job duties offered by the Company, including but not limited to pregnancy termination or childbirth, whether the disability occurs before, during, or after the birth of the child, or for prenatal care, including fertility and infertility treatment ("Pregnancy Disability Leave")
2. **Sick Child Leave.** For an employee to care for his or her child (under 18, or older than 18 years if the child is incapable of self-care because of a mental or physical disability) who is suffering from an illness, injury, or condition that requires home care ("Sick Child Leave"). The illness, condition, or injury may or may not be a serious health condition. An employee may not be eligible to take Sick Child Leave if another family member is available to care for the child. Sick Child Leave may be used to care for your child who requires home care due to the closure of the child's school or child care provider as a result of a public emergency as proclaimed by the governor.
3. **Bereavement Leave.** To deal with the death of a family member by: (A) Attending the funeral or alternative to a funeral of the family member; (B) Making arrangements necessitated by the death of the family member; or (C) Grieving the death of the family member.

Amount of Leave

Eligible employees may take up to a total of 12 workweeks of leave in a one-year period for (1) Pregnancy Disability Leave, and (2) Sick Child Leave. The one-year period is measured forward from the Sunday preceding the first day an employee takes any OFLA leave. Eligible employees may take twelve (12) weeks of Pregnancy Disability Leave, and two weeks of Adoption/Foster Leave, in addition to any other OFLA leave.

Eligible employees may only take two (2) weeks of Bereavement Leave for each family member, but total leave time for this reason may not exceed four weeks in a one-year period.

If an employee is eligible for and takes leave that is covered under both the OFLA and FMLA, then the leave will count against both the OFLA and FMLA leave entitlements, and leave under both laws will run concurrently. If the leave also qualifies for Paid Leave Oregon (PLO), then PLO will not run concurrently with OFLA.

Leave taken for a disabling compensable workers' compensation injury that makes an employee unable to work is not covered under the OFLA, and therefore does not run concurrently with FMLA leave. However, if an employee has refused a suitable offer of light duty or modified employment, then such leave will be covered under the OFLA and counted against an employee's available leave under the OFLA, and the leave will run concurrently with leave under the FMLA.

An eligible employee requesting OFLA at the same time as their family member who also works for the Company may be denied OFLA leave unless one employee or both employees are taking bereavement leave, or one employee requests Sick Child Leave and the other employee is taking Pregnancy Disability Leave.

Notice of Leave

If the need for OFLA leave is foreseeable, employees must give the Company at least 30 days' prior notice, if possible, or as much notice as practicable under the circumstances.

For unforeseeable leaves, employees are expected to notify the Company as soon as practicable. Failure to provide such notice may be grounds for delaying or denying the leave and may result in adverse consequences. Additionally, employees should comply with the Company's usual call-in procedures, absent unusual circumstances. Check with the Trusted On-Demand Care Team for details.

Medical Certification

Similar certification procedures apply to OFLA leave as to FMLA leave. The Company will pay the cost of any medical certification not covered by an insurance or other benefit plan. The Company may require second and third opinions at the Company's expense.

Medical certification will be required for all OFLA leave other than Parental leave. However, medical certification will not be required for Sick Child Leave taken for childcare or school closure because of a public health emergency (other verification may be requested for childcare and school closure). Otherwise, certification for Sick Child Leave will only be required if the employee has taken more than 3 days of Sick Child Leave in a year. No second opinion will be required for Sick Child Leave.

The Company will pay for any co-pay or other out-of-pocket costs incurred by the employee in providing the fitness for duty certification.

Reinstatement and Continuation of Benefits

Similar to the Company's FMLA policy, group health benefits will be continued during OFLA leave, on the same conditions as coverage would have been provided if the employee had been continuously employed. During OFLA leave, employees must continue to pay any portion of the insurance premiums they were responsible for paying during active employment. The Company will ensure that the employee is restored to full benefit coverage upon their return to work.

Subject to any applicable exceptions, employees that return on or before their leave expires generally will be reinstated to the same or equivalent position, subject to any applicable exceptions. Employees have no greater right to reinstatement or other benefits and conditions of employment than if they had not taken a leave. Trusted On-Demand does not control job openings and placements, and all jobs and placements are subject to the needs and requirements of the Medical Facilities.

Leave Is Unpaid/Substitution of Paid Leave During OFLA Leave

OFLA leave is unpaid leave. However, employees must use any accrued, unused sick leave during otherwise unpaid OFLA leave, unless otherwise required by law. In addition, an employee may be eligible for disability or workers' compensation benefits during all or part of the leave period when the leave is requested due to the employee's own serious health condition. If an employee is receiving disability or workers' compensation benefits during OFLA leave, the employee will not be required to use paid time off during that time, but may elect to use paid time off. However, the employee generally may not receive more than an amount equal to 100% of his or her salary from a combination of paid time, disability, and/or workers' compensation benefits. The receipt of disability or workers' compensation benefits, or the substitution of paid leave for unpaid leave, does not extend the maximum leave period.

LACTATION ACCOMMODATION

The Company will provide rest breaks for employees who need to express milk for a child 18 months or younger, in accordance with applicable law.

Rhode Island Addendum to the Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Rhode Island employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

DISCRIMINATION AND HARASSMENT COMPLAINTS

As outlined in the Handbook, the Company will not tolerate harassment based on an employee's protected status.

Employees must report any conduct that is inconsistent with the Company's policy against harassment to the following people:

Angela Patrick, Manager, Employee Relations

angela.patrick@trustedhealth.com

In addition to the internal complaint procedures, employees who believe they have been subjected to harassment may file a complaint with either or both of the government agencies set forth below. Using the Company's complaint process does not prohibit an employee from filing a complaint with these agencies. Employees must file a claim with the EEOC within 300 days and with the Rhode Island Commission for Human Rights within one year of the discriminatory action.

The United States Equal Employment Opportunity Commission (EEOC):
 John F. Kennedy Federal Building
 15 New Sudbury Street, Room 475
 Boston, MA 02203-0506
 Phone: (800) 669-4000
 Fax: (617) 565-3196
 TTY: (800) 669-6820

Rhode Island Commission for Human Rights
 180 Westminster Street, 3rd Floor
 Providence, RI 02903
 Phone: (401) 222-2661
 Fax: (401) 222-2616
 TTY (Relay RI): (401) 222-2664

MEAL PERIODS

Employees who work a shift of at least six hours but less than eight hours will be provided at least one 20-minute meal period. Employees who work a shift of eight or more hours will be provided at least one 30-minute meal period. This policy does not apply to certain licensed health care facilities. Generally, meal periods are unpaid unless otherwise required by applicable law.

RHODE ISLAND PARENTAL AND FAMILY MEDICAL LEAVE

Full-time employees (i.e., employees scheduled to work 30 hours or more per week) who have been employed by the Company for 12 consecutive months are entitled to 13 consecutive work weeks of Rhode Island Parental and Family Medical Leave (RI-PFML) in any two calendar years. RI-PFML is unpaid leave.

Reasons for Use

Employees may use RI-PFML for the following reasons:

- Birth of a child;
- Adoption of a child under the age of 16;
- To care for a family member with a serious illness; and
- An employee's own serious illness that prevents them from working.

For purposes of RI-PFML, a "family member" means an employee's parent, spouse, child, mother-in-law, or father-in-law.

"Serious illness" means a disabling physical or mental illness, injury, impairment, or condition that involves inpatient care in a hospital, a nursing home, or a hospice, or outpatient care requiring continuing treatment or supervision by a healthcare provider.

Notice and Certification of the Need for Leave

Employees must give the Company at least 30 days' notice of the intended dates upon which leave will begin and end, unless prevented by medical emergency from giving this notice.

The Company may request that the employee provide written certification from the employee's or family member's physician if leave is taken for a serious illness. The certification must specify the probable duration of the employee's leave.

Benefits While on RI-PFML

During RI-PFML, the Company will maintain any existing health benefits of the employee in force for the duration of the leave as if the employee had continued in employment continuously from the date the employee began leave until the date the employee returns to employment pursuant to this policy.

Taking RI-PFML will not result in the loss of any benefit accrued before the date on which RI-PFML began.

Returning from RI-PFML

Employees returning from RI-PFML generally will be restored to the position they held when the leave began, or to a position with equivalent seniority, status, employment benefits, pay, and other terms and conditions of employment, including fringe benefits and service credits that the employee had been entitled to at the beginning of leave. Trusted On-Demand does not control job openings and placements, and all jobs and placements are subject to the needs and requirements of the Medical Facilities.

Interaction with Other Leaves

RI-PFML will run concurrently with federal Family and Medical Leave (FMLA) and any other leave provided by Company policy or law that is taken for the same qualifying reason. Use of accrued Sick Time or receipt of other paid benefits (short-term/long-term disability) during RI-PFML will not extend the duration of RI-PFML.

No Retaliation

The Company will not interfere with, restrain or deny the exercise of any employee's right to request or take RI-PFML, nor will it take adverse action against an employee for requesting or using RI-PFML. Such interference or retaliation is specifically prohibited and will subject an employee to disciplinary action, up to and including termination.

RHODE ISLAND TEMPORARY DISABILITY & TEMPORARY CAREGIVER LEAVE BENEFITS

The Rhode Island Temporary Disability (RI-TDI) and Temporary Caregiver Insurance Law (RI-TCI) is a statewide wage replacement benefit program that provides certain paid benefits to eligible employees who work in Rhode Island. These benefits are financed through employee payroll deductions.

Eligibility for RI-TCI and RI-TDI

To be entitled to RI-TCI or RI-TDI benefits, employees must meet the state's financial eligibility criteria. These criteria may change on an annual basis. Please see the Rhode Island Department of Labor and Training website for more information regarding eligibility for these leave benefits - <https://dlt.ri.gov/tdi/faq/>.

Reasons for RI-TDI Leave

Employees may be entitled to up to 30 weeks of paid disability benefits under RI-TDI for an employee's own sickness, injury, or pregnancy.

An employee will be deemed sick in any week in which, because of his or her physical or mental condition, including pregnancy, the individual is unemployed and unable to perform the employee's regular or customary work or services. An individual must be unable to work for at least 7 consecutive days in order to be eligible for benefits.

Reasons for RI-TCI Leave

As of January 1, 2026, employees are entitled to up to 8 weeks of RI-TCI leave and benefits. Employees may take RI-TCI Leave for the following reasons:

- Care for seriously ill child, spouse, domestic partner, parent, parent-in-law or grandparent; or
- Bond with a newborn child, newly adopted child, or new foster-care child during the first 12 months after birth, foster care placement, or adoption.

Use of RI-TCI benefits will reduce the maximum number of weeks of RI-TDI benefits for which an employee is eligible.

An intermittent leave claim for RI-TCI bonding leave benefits must be for a period of at least 7 consecutive days.

Notice Requirements

Employees must provide the Company with at least 30 days' notice in writing of the need for leave unless unforeseeable circumstances exist.

How to File a Claim

Employees must apply for TCI/TDI benefits through the state of Rhode Island (<https://dlt.ri.gov/tdi/>). Employees cannot apply for TCI/TDI benefits until their first day of leave, but must apply within the first 30 days after the first day of leave is taken.

Failure to provide notice or make a timely application may result in a delay or reduction in benefits, except when the need for leave is unforeseeable or the duration of leave changes for unforeseeable circumstances.

Employees must provide all information required by the state on its benefits application. This may include a certification from a qualified healthcare provider for certain types of leave involving illness or injury.

Amount of Benefit Payment

The benefit payment amount is set by the state on an annual basis. Please see the Rhode Island Department of Labor and Training's website for current information (<https://dlt.ri.gov/tdi/>).

Benefit Period

An employee's benefit year will begin on the Sunday of the calendar week in which an individual first filed a claim for benefits.

Concurrent use of Benefits/Leave

Employees may elect to use accrued paid Sick Time while receiving TCI/TDI benefits. All TCI/TDI leave will run concurrently with FMLA leave, RI-PFML, and leave under any applicable Company Policy, as well as any period during which an employee uses accrued Sick Time.

Employees may not file for both TCI and TDI benefits for the same purpose, concurrently.

Health Insurance Continuation

The Company will maintain the employee's existing health benefits in force for the duration of the leave as if the employee had continued his or her employment. If an employee contributes to the cost of his or her health insurance coverage, then the employee must continue to pay his or her portion of the premium cost while on TCI/TDI in order to continue coverage.

PREGNANCY ACCOMMODATION

Trusted On-Demand will provide an employee or prospective employee an accommodation related to an employee's pregnancy, childbirth, or a related medical condition, including the need to express breast milk, unless doing so would pose an undue hardship to the Company's or Medical Facility's business. "Undue hardship" means an action requiring significant difficulty or expense to the Company or Medical Facility. In assessing undue hardship, the Company may consider (i) the nature and cost of the accommodation, (ii) the overall financial resources of the Company or Medical Facility, (iii) the overall size of the business with respect to the number of employees, and the number, type, and location of the Company's or Medical Facility's facilities, (iv) the effect on the Company's or Medical Facility's expenses and resources; and (v) any other impact of such accommodation on the Company's or Medical Facility's operations.

A reasonable accommodation may include, but is not limited to:

- more frequent or longer breaks
- time off to recover from childbirth
- acquisition or modification of equipment
- seating
- temporary transfer to a less strenuous or hazardous position
- job restructuring
- light duty
- break time and private non-bathroom space for expressing breast milk
- assistance with manual labor
- modified work schedule.

Trusted On-Demand will not require an employee to take leave if it can provide another form of accommodation.

The Company is not required to create additional employment that it would not otherwise have created, discharge any employee, transfer any employee with more seniority, or promote any employee who is not qualified to perform the job, unless the Company has done so, or would do so, to accommodate other classes of employees who need it, such as those who are injured on the job or those with disabilities.

Washington Addendum to the Employee Handbook

This Addendum contains additions and changes to the Trusted On-Demand Employee Handbook that apply to all Washington employees. Except as noted below, nothing in this Addendum changes or modifies any of the policies or procedures set forth in the Employee Handbook.

MEAL AND/OR REST BREAKS

Meal Periods

Employees who work more than five consecutive hours are allowed an unpaid, uninterrupted meal period of at least 30 minutes. The meal period must commence no later than the end of the second hour and before the end of the fifth hour of the shift. Additional meal periods are provided based on shift length. No employee shall be required to work more than five consecutive hours without a meal period. For example, an employee who normally works a 12-hour shift shall be allowed to take a 30-minute meal period no later than at the end of the fifth hour worked and shall be allowed a second 30-minute meal period within five hours from the end of the first meal period. Employees working three (3) or more hours longer than a normal work day are entitled to at least one 30-minute meal break before or during the overtime period.

On Duty Meal Periods

Under certain and occasional circumstances, an employee may take an on-duty meal break which is permitted only when the nature of the work prevents the employee from being relieved of all duty. If an on-duty meal period is necessary, the employee will be paid for this time.

Waivers Must Be Approved By The Company

The Company will allow an employee to voluntarily waive a meal period in the following circumstances:

- If the employee works fewer than six consecutive hours in a day, the employee may waive the meal period;
- If the employee works more than eight consecutive hours in a day, the employee may waive the second or third meal period but not the first meal period; the employee may adjust timing of meal and rest breaks to fit patient-care needs.
- If the employee wishes to waive a meal period, the employee must execute the Company's Washington Meal Period Waiver form and submit it to the Human Resources Department prior to missing any meal period.

Rest Breaks

Employees are authorized and permitted to take one paid 10-minute rest break for every four hours worked. Rest breaks should be taken as close to the middle of each four-hour work period as practicable, but no later than the end of the third hour. The Company encourages employees to take all authorized rest breaks each shift.

Rest periods are counted and paid as time worked. Therefore, employees are not required to record these 10-minute rest periods on their time records. Rest periods may not be waived.

Employees are relieved of all work duties during meal periods and rest breaks, and employees are free to use this time for whatever purpose they desire. If you have a concern because you are not provided with a meal period or rest break as specified in this policy, or anyone directs or encourages you to skip your meal periods or rest breaks, you should contact the Human Resources Department immediately. You may do so without fear of retaliation, which Company policy prohibits.

Employees may combine meal and rest breaks if the employee is entitled to more than one rest break during a shift. . However, employees should not work through their meal periods in order to arrive late or leave early.