



## **EMPLOYEE HANDBOOK**

---

*Effective date: 04/01/2021*

## Handbook Updates

---

- Updated minor grammatical errors throughout entire manual
- Updated HR physical address in [Employee Policy Updates](#)
- Updated [Driver Acceptability](#) to reflect receipt of annual driving record from DMV in addition to any new activity in driver record.
- Added NEW: [Personal Use of Company Provided Vehicle](#)
- Updated [Workers' Compensation](#) to more clearly outline steps taken to begin claim

# Table of Contents

## Section 1 - Introductory Policies

---

Welcome to NORCAL! .....	Pg. 6
Handbook Introduction .....	Pg. 7
Mission Statement and Core Values .....	Pg. 8
Employee Policy Updates .....	Pg. 9
Statement of At-Will Employment Status .....	Pg. 9
Equal Employment Opportunity .....	Pg. 10
Unlawful Discrimination/Harassment .....	Pgs. 11-13
Arbitration Policy .....	Pg. 14

## Section 2 - Employment Policies & Practices

---

Employment Status .....	Pg. 15-16
Introductory Period .....	Pg. 16
Telecommuting .....	Pg. 17
Job Duties .....	Pg. 18
Temporary Transfers .....	Pg. 18
Department Transfers .....	Pg. 19
Performance Improvement Plan (PIP) .....	Pg. 20
Mandatory Holdovers .....	Pg. 21
Station Postings /Bulletin Boards .....	Pg. 22
Timekeeping Requirements .....	Pg. 23
Payment of Wages and Direct Deposit .....	Pg. 24
Overtime .....	Pg. 25
Make-Up Time.....	Pg. 26
Continuing Education, Lectures and Training Pay .....	Pg. 26
Mandatory Safety Meetings_ .....	Pg. 27
Unauthorized Work Hours (Working Off the Clock) .....	Pg. 27
Employee Medical Records .....	Pg. 27
Employee Privacy .....	Pg. 28
Patient Confidentiality Training .....	Pg. 29
Patient Confidentiality HIPAA .....	Pgs. 30-31
Use of Computer Equipment .....	Pgs. 32-33
Protected Health Information Access (HIPAA) .....	Pgs. 34-36
Personnel Records .....	Pg. 37
Professional Credentials .....	Pg. 38
Employee References .....	Pg. 39
Internal Grievance Procedure .....	Pgs. 40-41
Disciplinary Action .....	Pg. 42
Employment of Relatives .....	Pg. 43

---

This handbook manual is the property of NORCAL Ambulance and may not be copied in whole or in part without authorization or distributed in whole or in part to any person or organization not affiliated with the company.

Conflicts of Interest .....	Pg. 43
Employee Referral Program (ERP) .....	Pgs. 44-45
Terminations .....	Pg. 46-47
Exit Interview .....	Pg. 48

### **Section 3 - Standards of Conduct**

---

Professional Business Conduct .....	Pgs. 49-50
Professional Code of Conduct .....	Pg. 51
Prohibited Conduct .....	Pg. 52
Prohibited Media Conduct .....	Pg. 53
Safety in the Workplace .....	Pg. 54
Off-Duty Conduct .....	Pg. 55
Workplace Violence .....	Pg. 56
Workplace Privacy .....	Pg. 57
Drug & Alcohol Abuse .....	Pgs. 58-59
Medical Exams .....	Pg. 60
Punctuality & Attendance .....	Pg. 61
Shift Trade and Giveaways .....	Pg. 62
Customer Relations .....	Pg. 63
Media Contacts .....	Pg. 64
Social Media / Networking Policy .....	Pgs. 65-66
Use of Company Name.....	Pg. 67
Compliance Training and Enforcement .....	Pg. 68

### **Section 4 - Operational Considerations**

---

Employer Property .....	Pg. 69
Use of Electronic Media .....	Pg. 69
Cell Phones .....	Pgs. 70-71
Restricted Equipment .....	Pg. 72
Off-Duty Use of Facilities .....	Pg. 73
Employee Property .....	Pg. 73
Evacuation Procedures .....	Pg. 74
Security .....	Pg. 75
Company Access Restriction .....	Pg. 76
Health & Safety .....	Pg. 76
Ergonomics .....	Pg. 77
Tobacco Use Policy .....	Pg. 78
Meal and Rest Periods .....	Pgs. 79-81
Housekeeping .....	Pg. 82
Heat Illness .....	Pg. 82
Station Parking .....	Pg. 83
Vehicle Use .....	Pg. 83
Reasonable Accommodation .....	Pg. 84

---

This handbook manual is the property of NORCAL Ambulance and may not be copied in whole or in part without authorization or distributed in whole or in part to any person or organization not affiliated with the company.

Solicitation & Distribution of Literature .....	Pg. 85
Employee Expense Reimbursements .....	Pg. 86
Driver Acceptability .....	Pg. 87
Seat Belt Usage .....	Pg. 88
Sleeping .....	Pg. 89
Personal Use of Company Provided Vehicle .....	Pg. 90-92

## **Section 5 - Employee Benefits**

---

Employee Assistance Program (EAP) .....	Pg. 93
Lactation Policy .....	Pg. 93
Holidays .....	Pg. 94
Insurance Benefits .....	Pg. 95
401k Plan .....	Pg. 96
Paid Time Off (PTO) .....	Pg. 97
Paid Sick Time .....	Pg. 98
Pregnancy-Related Disability Leave (PDL) .....	Pgs. 99-100
Family Care / Medical Leave (FMLA) .....	Pg. 101
Benefit Premiums .....	Pg. 102
Personal Leave .....	Pg. 103
Bereavement Leave .....	Pg. 103
Military Leave and Military Spouse Leave .....	Pg. 104
Paid Family Leave ... ..	Pg. 104
Jury Duty or Witness Leave .....	Pg. 105
Time Off for Voting .....	Pg. 105
Volunteer Firefighters .....	Pg. 106
Dress Code and Grooming Standards .....	Pgs. 107-109
Uniforms .....	Pgs. 110-111
School Activities .....	Pg. 112
Workers' Compensation .....	Pg. 113
Return to Work .....	Pgs. 114-116

Page Intentionally Left Blank

## Welcome to NORCAL!

---

NORCAL Ambulance was born out of the idea that we need to “build a better mousetrap”! We each were exposed to the flaws in EMS through our work in the ambulance and hospital industries, and believed that the only way to fix the issues we faced on a daily basis was to do it on our own, and do it differently. The employees at other ambulance companies were treated poorly, but they had nowhere else to go. We wanted to change that.

In early 2004, NORCAL Ambulance was conceptualized through a compilation of scribbles on napkins and scraps of paper. After many brainstorming sessions at coffee shops, and around our kitchen tables, the articles of incorporation were filed in October 2004. At this point, we each took a leap of faith and quit our jobs, took all of our savings, and spent an intense 8 months without income planning, preparing, and organizing for NORCAL. These months were not without their share of difficulties, since each owner had a young family, with the youngest only being a few months old.

After months of designing and inception of the idea of a wave on an ambulance, we were rejected by the ambulance manufacturer, telling us it was impossible to put anything but a straight line on an ambulance. Although it is common now to see ambulances with a wave pattern, at that time there were no ambulances that existed with that design. However, with much insistence, we were able to convince them at an extra cost to attempt the NORCAL wave. This attempt was successful, and we ordered two new ambulances with the NORCAL wave design. Also, during this time, we spent many hours poring over the details of our appearance – our patches, uniforms, jump bags – and acquiring the best ambulance and medical equipment.

In May 2005, two brightly painted ambulances rolled into the Oakland station, and NORCAL Ambulance was ready to begin operations. We hired six EMTs, started a notebook to document calls, and purchased many boxes of pens to use for marketing materials. We started marketing Wednesday afternoon, and had our first call on Thursday!

Since our humble beginning, we now manage a multitude of stations throughout northern California, a grand fleet of ambulances, and hundreds of employees, while running thousands of calls each month. This success can be directly attributed to our amazing employees and their dutiful efforts in taking care of patients each day. We believe that fantastic customer service, high quality patient care, and a true focus on employee wellbeing is at the heart of our success. We are excited to have you as part of the NORCAL team!

Welcome aboard,

Barry and Karla

## **Mission Statement and Core Values**

---

### **Mission Statement**

NORCAL Ambulance believes that people deserved to be cared for with integrity, dignity, and compassion by a comprehensive team committed to excellence in customer care.

### **Core Values**

1. Our team is our priority. We recognize that our team members are responsible for creating an excellent patient experience and are the heart of our company. Caring for our team results in exceptional service of our customers.
2. Phenomenal patient experience. We treat every patient like a cherished family member. We advocate for their care and deliver service that surpasses expectation.
3. Be the best. Innovation and a quest for excellence is the driving force behind our success. It is in our desire to deliver the highest quality service possible.
4. Safety without compromise. We promote a culture of safety, accountability, and continuous quality improvement throughout our workplace. We maintain the highest quality equipment and provide superior training.
5. Celebrate diversity. We foster a culture that celebrates the unique contributions of each individual as we partner together, making NORCAL Ambulance a great place to work, learn, and grow.



## **Handbook Introduction**

---

The Employee Handbook has been developed by NORCAL Ambulance and is a summary of employee policies in effect at the time of publication. All previously issued handbooks and any previous policy statements or memoranda inconsistent with the policies stated in this handbook are hereby superseded.

NORCAL Ambulance reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other company document, with the exception of the “at-will employment” policy. Changes to this handbook can only be made in writing with the approval of the Chief Executive Officer of NORCAL Ambulance.

It is the responsibility of all NORCAL Ambulance personnel to know and follow the NORCAL Ambulance policies set forth in this handbook. The Confirmation of Receipt, which states that the handbook has been read and the policies contained within the handbook have been understood, must be signed by each employee and will be placed in the employee's personnel file.

Notifications will be made to employees of any changes or revisions to the Employee Handbook. A current copy of this handbook will be available for review at all times in the Communications Center, the Human Resources office, and all NORCAL Ambulance stations.

The employment relationship between NORCAL Ambulance and its employees is “at will”. This means that the employment relationship can be terminated with or without cause, or reason, and with or without advanced notice at any time, and at the option of either the company or the employee. No agreements contrary to this "at will" policy can be made unless in writing and signed by both the employee and the Chief Executive Officer of NORCAL Ambulance.

## **Employee Policy Updates**

---

Every NORCAL Ambulance employee is responsible for abiding by the employee policies stated in this handbook, including any policy revisions and/or updates which have been distributed.

Human Resources will distribute new policies in *TraumaSoft* and updated hard copies are always available at the physical Human Resources Department at 3025 Independence Dr. Suite H, Livermore, CA 94551.

---

## **Statement of At-Will Employment Status**

---

Employment at NORCAL Ambulance is at-will. At-will employment may be terminated with or without cause, or reason, and with or without advance notice, at any time, by the employee or the Company. Nothing in this handbook changes or affects the conditions of at-will employment.

Except as stated below, no Company manager, supervisor, or other representative has authority to enter into an agreement other than at-will.

Only the CEO of NORCAL Ambulance has the authority to enter into an agreement for employment other than at-will. Any such agreement must be in writing and signed by the CEO of the company, and the employee.

## **Equal Employment Opportunity**

---

It is the policy of NORCAL Ambulance to provide equal employment opportunity (EEO) to all applicants and employees. All employment decisions including but not limited to recruitment, hiring, transfer, promotion, demotion, and termination are made on the basis of qualifications and performance, without regard to race, color, religion, sex, national origin, citizenship, ancestry, age, medical condition, physical or mental disability, military or veteran status, marital status, registered domestic partner status, sexual orientation, gender identity or gender expression, genetic information or any other basis prohibited by law.

Any questions concerning NORCAL Ambulance Equal Employment Opportunity policies and practices should be referred to the Human Resources Director.

## Unlawful Discrimination/Harassment *(page 1 of 3)*

---

Harassment and discrimination in employment on the basis of sex, race, color, national origin, ancestry, citizenship, religion, age, physical or mental disability, medical condition, sexual orientation, gender identity or gender expression, military or veteran status, marital status, registered domestic partner status, genetic information, or any other protected basis is unlawful under federal and state law. The law prohibits all employees (including coworkers, supervisors, and managers), as well as third parties with whom the employee comes into contact, from engaging in this prohibited conduct. Accordingly, NORCAL Ambulance does not tolerate discrimination or harassment in the workplace or in a work-related situation. Unlawful discrimination and harassment is a violation of the Company's rules of conduct.

**Unlawful harassment** in employment may take many different forms. Some examples are:

- Verbal conduct such as epithets, derogatory comments, slurs, or unwanted comments and jokes;
- Visual conduct such as derogatory posters, cartoons, drawings, or gestures;
- Physical conduct such as blocking normal movement, restraining, touching, or otherwise physically interfering with work of another individual;
- Threatening or demanding that an individual submit to certain conduct or to perform certain actions in order to keep or get a job, to avoid some other loss, or as a condition of job benefits, security, or promotion; and
- Retaliation by any of the above means for having reported harassment or discrimination or having assisted another employee to report harassment or discrimination.

**Sexual harassment** under these laws includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

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

## **Unlawful Discrimination/Harassment (page 2 of 3)**

---

### **Internal Complaint Procedure**

Every individual is entitled to work free of discrimination and harassment based on sex, race, color, national origin, ancestry, citizenship, religion, age, physical or mental disability, medical condition, sexual orientation, gender identity or gender expression, military or veteran status, marital status, registered domestic partner status, genetic information, or any other protected basis. Accordingly, discrimination and harassment will not be tolerated. In addition, the Company prohibits retaliation for having made a report and/or otherwise participated in the reporting or investigative process under this policy. Violation of this policy will result in disciplinary action up to, and including, immediate discharge.

Any individual who believes that he or she is the object of harassment or discrimination on any prohibited basis, or who has observed such harassment or discrimination, or who believes he or she has been subjected to retaliation, should notify his or her supervisor or the Company's Human Resources Manager. Supervisors who receive a complaint under this policy will report it to a designated Company representative. The Company will timely and thoroughly investigate the matter, and will do so in a confidential manner, to the extent possible. The investigation will be performed by impartial and qualified personnel and will be documented as appropriate. Following the investigation, the Company will take such action as is warranted under the circumstances.

### **Agency Complaint Procedure**

Both the state and federal governments have agencies whose purpose is to address unlawful discrimination in the workplace. If an individual who provides services to the Company believes he/she has been harmed by an unlawful practice and is not satisfied with the Company's response to the problem, he or she may file a written complaint with these agencies. For the State of California, the agency is called the Department of Fair Employment and Housing ("DFEH"). The local address for the DFEH is 2218 Kausen Drive #100, Elk Grove, CA 95758. For the federal government, the agency is called the Equal Employment Opportunity Commission ("EEOC"). The local address for the EEOC is 1301 Clay Street #1170, Oakland, CA 94612.

If, after an investigation and hearing, either of these agencies finds that unlawful discrimination has occurred, the injured employee may, depending on the circumstances, be entitled to reinstatement or promotion, with or without back pay.

**Unlawful Discrimination/Harassment *(page 3 of 3)***

---

**Retaliation**

Retaliation against any individual for making a report, or for participating in an investigation, under this policy is strictly prohibited. Individuals are protected by law and by Company policy from retaliation for opposing unlawful discriminatory practices, for filing an internal complaint under this policy or for filing a complaint with the DFEH or EEOC, or for otherwise participating in any proceedings conducted by the Company under this policy and/or by either of these agencies.

## **Arbitration Policy**

---

Employees will be asked to sign an arbitration agreement with respect to resolution of any employment-related disputes. Employees are given a copy of the Arbitration Policy at orientation.

## **Employment Status (page 1 of 2)**

---

All employees are required to keep current any certifications, and/or licenses required by their position. It is the employee's responsibility to ensure compliance with employment status requirements. Any employee unable to fulfill necessary shift obligations may request an appropriate leave of absence.

### **Regular Employees**

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

### **Temporary Employees**

Temporary employees are those employed for short-term assignments. Short-term assignments generally cover periods of three (3) months or less, but may be extended beyond that time frame, at the sole discretion of NORCAL. The employee will still be classified as temporary despite the any extension of the assignment. Temporary employees are not eligible for employee benefits except where mandated by applicable law.

### **Full-Time Employee**

Regular full-time employees are those who are normally scheduled to work, and who do work, a regular schedule of thirty (30) or more hours per week.

### **Part-Time Employees**

Regular part-time employees are those who are normally scheduled to work and who do work less than thirty (30) hours per week, but at least sixteen (16) hours per week. Regular part-time employees may be assigned a work schedule in advance or may work on an "as needed" basis.

### **Per Diem Employees**

Per diem employees are those who are not regularly scheduled for work. Employees must meet several requirements and be approved by a supervisor/manager to be considered. Shift(s) can be an open shift, sick call, and/or shift coverage as well.

Requirements for EMTs and Dispatchers include but are not limited to:

- Successful completion of training and introductory period
- Work a minimum of 2 shifts per month

Requirements for CCT-RN's include but are not limited to:

- Successful completion of training and introductory period
- Work a minimum of 4 shift per month with one of those shifts being a weekend day



## **Employment Status (page 2 of 2)**

---

### **Classifications of Positions**

Field Employees (all non-exempt): includes all roles for EMTs, Paramedics, and Nurses

Admin Employees: (Non-Exempt Non-Field): includes all roles in the following departments: Training, Dispatchers, Accounts Receivable, Finance, Accounts Payable, Human Resources, System Support, and Scheduling

Admin Employees: (Exempt): Supervisors, Business Development, all other Management Level Employees.

---

## **Introductory Period**

---

Newly hired or promoted employees will be required to complete a training period, followed by an introductory period. The total time of an introductory period is ninety (90) days following an employee's date of hire.

In order to successfully complete an introductory period, a supervisor or other designated team member will evaluate the new employee's performance after the 90-day mark. If performance is satisfactory the employee will be considered a regular employee. If the employee fails to complete the training or has unsatisfactory performance, the employee will be placed in a Performance Improvement Program and/or termination of employment.

## **Telecommuting**

---

Telecommuting provides eligible employees with an opportunity to work from an alternative work environment instead of in the primary location of the Company. Telecommuting must be pre-approved by an employee's supervisor and cannot be initiated without a *Telecommuting Agreement* completed in advance, and signed by the affected employee and by management.

NORCAL Ambulance retains the right in its sole discretion to designate which positions are, or are not, appropriate for telecommuting, and to approve, or not approve employees for a telecommuting arrangement. Telecommuting must be approved in advance by an employee's supervisor, as indicated by a completed, signed Telecommuting Agreement. Telecommuting does not change any other conditions of employment or required compliance by the employee with all Company policies and procedures. The Company reserves the right to change or terminate the *Telecommuting Agreement* at any time, with or without cause or reason, and without advance notice. Telecommuting is a privilege and may not be appropriate for all employees. If an employee wishes to request a *Telecommuting Agreement*, s/he should contact his or her supervisor and ask for a *Telecommuting Request* form.

### **Telecommuting Safety**

The Telecommuter is solely responsible for ensuring the safety of his or her alternative work environment. However, because the Company remains obligated to provide its employees with a workplace that is free from hazards that might cause serious harm or injury, the Company reserves the right to periodically inspect the Telecommuter's home work space. Any such inspection will be preceded by advance notice and an appointment will be scheduled. Telecommuters are protected by the Company's workers' compensation insurance. As such, Telecommuters are required to immediately report any injuries that occur while working.

### **Hours of Work**

Nonexempt employees are not permitted to work outside of scheduled hours without advance approval; this includes such activities as checking and responding to emails. Any work performed by a non-exempt employee outside of a scheduled shift must be reported to a supervisor.

### **Attendance at Meetings**

Telecommuters are expected to attend all required meetings in person or teleconference when available. Such specifics will be outlined in the Telecommuting Agreement.

## **Job Duties**

---

Job responsibilities and performance standards are detailed in the "Job Description" section of the NORCAL Ambulance application package.

Employees should be aware that job responsibilities are subject to change at any time during employment. NORCAL Ambulance employees may occasionally be asked to perform tasks that are not listed in the "Job Description." Full cooperation in performing any reasonable work assignments outside of an employee's standard responsibilities is required.

NORCAL Ambulance reserves the right to alter, change job responsibilities, reassign, transfer job positions, or assign additional job responsibilities at any time, without advance notice.

---

## **Temporary Transfers**

---

Employees may request a temporary transfer, including to a different department for medical and/or family medical leave reasons. The Management may consider a temporary transfer request if an open position exists at the time the transfer is requested. Among other factors, management will also consider whether the employee has the qualifications for the job for which the transfer is requested.

A temporary transfer employee is compensated in accordance with the responsibilities and duties of the temporary position.

## **Department Transfers**

---

NORCAL Ambulance offers its' employees the ability to transfer from one department to another. Job postings may be offered internally first, allowing employees to pursue other options within the company.

Internal job openings are posted via company email. An employee can email back regarding interest and will be instructed on what information is needed to apply, such as a resume, certification copies, etc. Qualified employees will be interviewed just like a non-employee would for the position.

If the employee is not selected for the new position of interest, they will remain in their same schedule and position. If the employee is selected for the new position in another department, their acceptance of the new position will also be considered a forfeiture of their prior position.

In the event the employee would like to return to old position they will need to reapply for that position. However, there is no guarantee of placement into old position, schedule or previous work schedule.

Whenever a field employee is seeking to transfer to another division or area they must work at least one (1) complete shift bid period prior to requesting the transfer.

A request for transfer must be initiated by the employee, and the request and transfer approved by the gaining manager with the coordination on the transfer date.

## **Performance Improvement Plan (PIP)**

---

An employee who is continuously struggling with their performance in a specific area(s) may be placed on a Performance Improvement Plan (PIP) at the discretion of a Supervisor, Manager or Director. The PIP is created for a designated period of time to outline and assess significant performance deficiencies that are determined to be within the employee's ability to correct.

A PIP is not a form of disciplinary action. It is a tool to assist an employee's development in an area of their job that is either lacking or extremely underdeveloped.

Once a performance problem has been identified and isolated an employee's direct Supervisors, Managers and/or Directors work in conjunction with Human Resources to form a plan to help the employee improve their performance. Once the plan had been created, the employee is advised in person of the PIP and it is gone over in detail. Expectations are documented on the PIP, dates of expected improvements are set, the plan is written out, discussed, and follow up of employee's performance is monitored by assigned person(s).

Performance assessment and counseling should be documented using the designated form and will provide fair, objective and useful feedback to employees. A copy of the form should be given to the employee and have another copy placed in the employee's personnel file.

At the conclusion of the PIP, if the employee fails to achieve performance improvement goals, the PIP may be extended, or disciplinary action may be taken as deemed appropriate by the employee's direct Supervisors, Managers and/or Directors.

Employees on performance-related probationary status are not eligible to receive salary increases during the probationary period.

## **Mandatory Holdovers**

---

Due to contract obligations and our commitment to provide excellent customer service, it will be necessary on occasion that an employee will be required to continue to work past his/her scheduled shift (i.e., “be held over”) to ensure work coverage. All attempts will be made to notify the affected employee as soon as it is apparent that a holdover is imminent.

### **Field Employees**

Due to our contractual obligations and our commitment to providing excellent customer service, it will be necessary, on occasion, that an employee will be required to work beyond their scheduled off duty time. All attempts will be made to prevent holdovers from occurring, however sometimes holding an employee over is the only option.

Employees are advised to plan their schedule and pick up shifts knowing that being held over is a possibility. Employees who want to avoid being held over because of personal conflicts or obligations should find coverage for their shift. For ASAP requests for service, employees may be dispatched and required to respond to a call up until the scheduled off duty time for their shift. For prescheduled requests for service, employees may be dispatched and required to respond to calls where the scheduled pickup time is set prior to the scheduled off duty time for their shift.

In the event that being held on a call over presents an extreme hardship due to an extenuating circumstance for an employee, the employee may contact their on-duty supervisor *while in route* to the call. The on-duty Supervisor in coordination with the Dispatch Supervisor will make a determination of whether or not the employee will be allowed to refuse the call. If an employee is held over hours will be paid according to overtime policy.

## **Station Postings/Bulletin Boards**

---

NORCAL Ambulance maintains current postings located in each station, as well as digital bulletin boards. Postings are used to provide information to employees concerning updates, schedules, events, activities or other work-related matter.

Employees may post items if the following conditions are met:

- Postings can only be made by Company employees
- Postings may only involve work-related matters
- The information to be posted must first be approved by Human Resources or the station Manager.

Furthermore:

- Postings will be updated or discarded monthly
- Posted items can be removed at any time in the discretion of the station Manager
- Postings must not include anything offensive or derogatory

## **Timekeeping Requirements**

---

The Human Resources Department determines which job classifications are exempt or nonexempt from the obligation to pay overtime compensation for overtime hours worked. The criteria for determining this is based on the duties and responsibilities of an individual position, the required educational level, and the salary received.

- An exempt employee is not entitled to overtime pay or compensatory time off.
- Non-exempt employees are paid on an hourly basis and are entitled to overtime pay for overtime hours worked.

All non-exempt employees are required to record time worked for payroll purposes.

Field employees must clock in and notify the Dispatch Communications Center at the beginning and end of each scheduled shift. Employees must also clock in and out for their unpaid meal breaks, as well as any other unpaid time off work.

All employees are responsible for their individual Time Card. Clocking in/out for another employee, or allowing another employee to clock in/out for you, and/or altering a timecard are all prohibited. Employees required to make entries into a time clock must do so in person.

Making false entries on, failing to turn in, or late submission of, a timecard, or completing another employee's time cards, or altering a timecard after the fact are prohibited.

If an employee fails to clock in/out, the hours will be generally by calculated according to the employee's scheduled shifts, and will be confirmed in writing with the employee.

Employees are not allowed to work "off the clock." All work time must be accurately reported on your time record.

Any timecard errors should be reported immediately to a Scheduler who will correct legitimate errors. Any Timecard adjustments that are due to employee error, including failure of any employee to review/sign his/her timecard, will be made on the paycheck for the following pay period. Any adjustments that need to be made due to error by the company will also be rectified in a timely manner.

Pay periods cover two (2) pay weeks. A pay week starts at 0700 on Friday and ends at 0659 on the following Friday.



## **Payment of Wages and Direct Deposit**

---

Paychecks are issued every other Friday, in accordance with the calendar year's pay schedule. Paychecks will normally be directly deposited into the employee's bank account by noon on payday. For employees who choose not to have direct deposit, their checks will be available for pick up at their designated station by noon on payday.

In the event that payday falls on a holiday, paychecks are issued the day prior.

### **Employee Expense Reimbursements**

NORCAL Ambulance reimburses employees for authorized business expenses each payday. Employees who have incurred business expenses must submit required receipts and an Employee Expense Report to the Payroll department no later than Tuesday of pay week.

Any questions about the company's expense reimbursement policy should be directed to the employee's immediate supervisor or payroll department.

### **Direct Deposit**

You have the option of receiving your pay in a payroll check or having your pay deposited into your bank account through our direct deposit program.

## Overtime

---

NORCAL Ambulance employees may be required to work overtime.

Only non-exempt employees are entitled to, and receive, overtime compensation for overtime hours worked. The overtime pay rate is based on the employee's regular rate of pay. This hourly rate is generally determined by dividing the employee's total remuneration in any workweek (including, e.g., "on call" pay, shift differentials, etc.) by the total hours actually worked in that workweek.

NORCAL Ambulance provides compensation for all overtime hours worked by nonexempt employees in accordance with state and federal law as follows:

- All hours worked in excess of eight (8) hours in one (1) workday or forty (40) hours in one (1) workweek will be compensated as overtime, except where the 24-hour shift agreement applies.
- Compensation for hours worked in excess of forty (40) for the workweek, or in excess of eight, (8) but not more than twelve (12) hours worked, for the workday is paid at a rate of one and one-half (1.5) times the employee's regular rate of pay, except where the 24-hour shift agreement applies.
- Compensation for hours worked in excess of twelve (12) in one workday is paid at double the regular rate of pay, except where the 24-hour shift agreement applies.
- Non-exempt employees who work seven consecutive days are paid 1.5 times their regular rate for the first eight hours worked on the seventh consecutive day, and double their regular rate for hours worked in excess of eight.

Ambulance drivers and attendants scheduled for 24-hour shifts may have a special exemption from the requirement to pay daily overtime. Specifically, where such employees have agreed in writing to exclude no more than 11 hours for meal and sleep time from their daily hours worked, those employees will be paid overtime compensation only for work in excess of 40 hours in a workweek.

While exempt employees may have to work hours beyond normal scheduling, as work demands require, no overtime compensation is paid to exempt employees. Instead, exempt employees are paid a salary that is intended to compensate them for all hours worked.

## **Make-Up Time**

---

Employees may request to make up time for work missed because of their personal obligations. Team members who wish to do so must provide the Owners with a written and signed request for each occasion that they desire to make up time, and make-up time if approved must be completed in the same workweek the work is missed. A team member who makes up missed time in the same workweek will not be paid overtime for the additional hours of make-up work on a given day unless they exceed 11 hours worked on that day or total more than 40 hours worked in that week.

If you have any questions concerning make-up time, check with your Supervisor.

---

## **Continuing Education, Lectures and Training Pay**

---

NORCAL Ambulance will pay nonexempt employees for their attendance at meetings, lectures, and training programs where such attendance has been approved in advance by their supervisor if any of the following conditions are met:

- Attendance is mandatory;
- The meeting, course, or lecture is directly related to the employee's job; or
- The training or meeting is held during normal working hours.

In Addition:

- The employee who is required to attend such meetings, lectures, or training programs will be notified of the necessity for such attendance by his or her supervisor;
- Employees will be compensated at their regular rate of pay; and overtime compensation if applicable.

## **Mandatory Safety Meetings**

---

Safety meetings are made available to all employees on at least a quarterly basis. Safety meetings cover topics of particular interest to each employee group. Attendance at safety courses is mandated by federal and state laws for certain employees. The supervisor will notify all employees whose attendance is required at particular safety meetings.

Anyone unable to attend a mandatory class is required to attend a makeup session.

---

## **Unauthorized Work Hours (Working Off the Clock)**

---

Employees are prohibited to work off the clock, or work other non-scheduled hours for any event, training, community outreach or any other purpose, without advanced consent from their supervisor or other authorized management team member. Additional unauthorized work hours include an employee checking or logging into company email and/or other systems outside of their scheduled hours.

All employees are required to report all hours work in accordance with the Timekeeping Policy, which outlines proper timekeeping and submission of hours.

If an employee feels they require additional hours to complete a work assignment, they must have supervisor approval prior to working any additional hours. If approved, all hours worked must be recorded upon completion, in accordance with the Timekeeping Policy for proper payment of wages.

---

## **Employee Medical Records**

---

NORCAL Ambulance protects the confidentiality of employee medical records in accordance with applicable by law. Generally, only those with a need to know personal medical information are allowed access to an employee's medical records, and then are limited only to necessary access.

Employee medical records are filed independently of general employment files and are secured with limited Management access.

---

## **Employee Privacy**

---

All NORCAL Ambulance employees have the right to privacy while at work in accordance with applicable law. It is the responsibility of all employees to respect the property and privacy of all coworkers.

- Information regarding work status, address, phone numbers, or any other similar personal information will generally not be released unless subject to a Government/Court order or employee signed authorization is provided.
- An employee phone listing may be published only after participating employees have given their written consent. Participation is not mandated.

### **Workplace Searches**

Employees should be aware of the following:

- Personal belongings on or in areas assigned to vehicles/equipment belonging to NORCAL Ambulance are subject to search at the discretion of management
- An employee's personal property including but not limited to assigned lockers, packages, purses, and backpacks may be inspected upon reasonable suspicion of policy violation, e.g., unauthorized possession of NORCAL Ambulance property
- Any search of personal property will normally include the employee's presence. However, if the employee is not present for the search, two managers should be present when possible to document the search.
- While NORCAL Ambulance insists on respect for the property of others, all employees should be sure to take all personal belongings and toiletries with them at the end of the shift. Personal belongings left behind may be broken, used and/or discarded. NORCAL Ambulance bears no responsibility for the loss or damage of personal belongings

## **Patient Confidentiality Training**

---

NORCAL Ambulance policy requires patient confidentiality training to ensure that all employees with access to patient information understand and appreciate the company's concern for respecting patient privacy. It also requires that employees are fully trained in the company's policies and procedures regarding Protected Health Information (PHI).

All NORCAL Ambulance employees are required to complete privacy training in accordance with the *Health Insurance Portability and Accountability Act of 1996* (HIPAA).

All employees are required to undergo additional privacy training within a reasonable time frame following any material change to NORCAL Ambulance policies and procedures on privacy. Employees will be notified of any such changes.

### **Patient Confidentiality Training Procedure**

Privacy training is conducted by the Director of Operations, Privacy Officer, or designee.

- Employees subject to this policy must attend privacy training in person.
- All attendees receive copies of NORCAL Ambulance policies and procedures regarding patient confidentiality.
- Patient confidentiality training includes a complete review of NORCAL Ambulance policy on practices and instruction in the following topics:
  - Overview of the federal and state laws concerning patient privacy.
  - Description of Protected Health Information (PHI).
  - Patient rights under HIPAA.
  - Employee responsibilities to patients' privacy.
  - Consequences of failure to follow established patient confidentiality requirements

## **Patient Confidentiality HIPAA (page 1 of 2)**

---

NORCAL Ambulance is committed to protecting employees, patients and the company from illegal or damaging actions related to the improper release of Protected Health Information (PHI) and other confidential or proprietary information. NORCAL Ambulance prohibits the release of any patient information to anyone outside the company unless required for purposes of the patient's treatment, payment, or health care operations. PHI discussions within the company should be limited only to the exchange of patient information that is needed for patient treatment, billing and, other essential health care operations. PHI may also be discussed to a limited extent as may be required for peer review, internal audits, and other quality assurance activities.

### **Verbal Security**

Although NORCAL Ambulance's privacy policy is not intended to impede the employees' ability to speak confidentially with healthcare providers when engaged in patient care, employees should be mindful of patient privacy at all times. This includes being sensitive to the level of voice used and being aware of other people in the area whenever patient information is discussed. Conversations concerning patients and their healthcare should not take place in areas where those who do not have "a need to know" are present.

### **Field Documents**

Any patient documents that NORCAL Ambulance generates or is in possession of, must be kept out of public view. Paperwork must be secured in a patient transfer envelope or in the clipboard. Copies of any documents needed for continuation of patient care must be handed by the employee to the nurse or doctor who will be treating the patient. At no time may any employee leave any patient documents at the bedside, on a counter, in a wall file, on a patient chart, or anywhere else the documents may be viewed by unauthorized individuals.

Copies of documents needed for patient registration and/or billing should be given directly to the hospital receptionist or other authorized individual. When transferring a patient to a nursing home, all paperwork should be given to the LVN or RN in charge of the patient.

Upon call completion, patient-related paperwork must be stored out of view inside the clipboard or transfer envelope in the employee's possession. Documents must never be left exposed in any manner that permits viewing by unauthorized individuals such as on the seat or dash of the ambulance or common table in quarters.

Upon shift completion, employees must submit completed paperwork to a designated and secure location at station.

## **Patient Confidentiality HIPAA (page 2 of 2)**

---

Confidential paperwork that needs to be discarded will only be discarded via shredder. If a shredder is unavailable, any such paperwork should be attached with original patient documentation for submission to authorized persons, such as the treating health care provider. At no time will patient paperwork be discarded in a trash or recycling bin.

At no time should any NORCAL Ambulance employee give originals or copies of any PHI documents to anyone not authorized to receive those documents.

### **Office Documents/Record Retention**

All PHI documents are stored in safe and secure areas. All PHI documents are kept on file for a minimum of seven (7) years. PHI documents must not be left in open boxes or on desktops or other surfaces. Only those employees needing information for the completion of their duties are allowed access to PHI documents. Billing records, including any and all notes, sticky notes, remittance advices, and claim form, must not be left in the open. Instead such records must be stored in files and/or boxes that are secure, and they must be kept in an area with access limited to those who need the information for the completion of their duties.

Whenever possible, all workstations should be secured with a password-protected screensaver and set to deactivate after being left unattended for no longer than ten (10) minutes or when the user logs off. When working at home, necessary steps should be taken to secure PHI. For example, family and other household members should not be given passwords or allowed to use a NORCAL Ambulance computer account.

### **Ride Alongs**

Ride-alongs (i.e., individuals other than NORCAL employees who are permitted to ride in NORCAL vehicles for nonwork-related purposes) must be briefed by an employee staffing the vehicle as to NORCAL Ambulance company policy regarding patient confidentiality. At no time will the ride-along be allowed: to view or assist in patient care documentation; to access company computers; and/or to disclose patient information to anyone other than the crew they are working with.

Information provided here, and further details are also available in the Policy and Procedure Manual: Policy Section 1000 (HIPAA Policies)



## **Use of Computer Equipment (page 1 of 2)**

---

All data created or recorded, stored or received using any computer equipment owned, or controlled by NORCAL Ambulance is at all times the property of NORCAL Ambulance.

NORCAL Ambulance employees are responsible for exercising good judgment regarding the reasonableness of computer use and must follow operational guidelines for the personal use of NORCAL Internet systems and any computer equipment. Company and patient confidential information must be protected at all times, regardless of storage medium. Company passwords must not be shared and must be kept secure. Authorized computer users are responsible for the security of their passwords and accounts. However, all Company computers and systems remain the property of NORCAL, despite the issuance of any passwords to employees. As such, employees have no expectation of privacy in anything stored, sent, created, or received on Company computers/systems. All information on Company computers/systems may be monitored/retrieved/accessed by NORCAL.

For security and network maintenance purposes, authorized NORCAL Ambulance employees may monitor equipment, systems, and network traffic at any time to ensure compliance with company confidentiality policies.

Employees must exercise extreme caution when opening email attachments received from unknown senders because they might contain computer viruses that can compromise security.

Under no circumstances should any NORCAL Ambulance employee engage in any activity that is illegal under local, state, or federal law while utilizing NORCAL Ambulance computer resources, or that violates any NORCAL policy. Some activities that fall under the category of unacceptable computer use include the following:

- Making fraudulent statements or transmitting fraudulent information, especially when dealing with PHI. This includes using the facsimile or electronic transmission of *ePCRs* and billing reports and claims.
- Causing security breaches or disruptions of network communication. Security breaches include, but are not limited to, the unauthorized accessing of PHI or other confidential information by an employee, or the unauthorized logging into a server or account by an employee.
- Providing confidential information about the Company including but not limited to lists of NORCAL Ambulance employees or patients, to parties outside of the company without authorization.

## **Use of Computer Equipment (page 2 of 2)**

---

### **Use of Remote Devices**

The appropriate use of Company laptop computers, personal digital assistants (PDAs), and remote data entry devices is of the utmost concert to NORCAL Ambulance. "Remote devices" pose a unique and significant patient privacy risk because they are used to store confidential patient information. PDAs can be easily misplaced, lost, stolen, or accessed by unauthorized individuals.

All employees are therefore subject to the following requirements for the use of remote devices:

- Remote devices may not be purchased, or used, for work without prior company approval.
- NORCAL Ambulance must approve in advance the installation and use of any remote device software on Company equipment.
- Remote devices storing any patient information must never be left unattended.

### **Protected Health Information Access *(page 1 of 3)***

---

NORCAL Ambulance maintains strict requirements regarding the security, access, disclosure and use of Protected Health Information (PHI).

Patients may exercise their rights to access, amend, restrict, and request an accounting of their own protected health information. Patients also have the right to lodge a PHI complaint with either NORCAL Ambulance or the Secretary of the Department of Health and Human Services.

All patients will be given the green form titled “Privacy Practice Acknowledgment” from the Patient Care Report (PCR) to sign on completion of the ambulance transport. Upon request, patients will be provided with Notice of Privacy Practices form from the ambulance crew, which in full outlines the uses/disclosures, patient access, amendments, and PHI restrictions.

Employees are required to follow NORCAL Ambulance’s policies and procedures concerning patient privacy.

#### **Disclosures Exempt from Minimum Necessary Requirements**

Most PHI disclosures, if made, must be limited to the minimum amount of information necessary. However, there is an exemption when disclosing PHI to other healthcare providers for the treatment of a patient. This disclosure exemption includes doctors, nurses, etc. at the receiving hospital, any mutual aid provider, fellow crew members involved in the call, and any other person involved in the treatment of the patient.

In addition, disclosures authorized by the patient are exempt from the “minimum necessary” requirement.

Patient authorizations through third parties such as Medicare or other insurance companies directing the release of PHI to those entities are exempt from the “minimum necessary” standard. For example, a patient’s authorization to disclose PHI to Medicare permits the company to disclose the PHI requested without making any “minimum necessary” determination.

**Protected Health Information Access (page 2 of 3)**

---

**Company Requests for PHI**

NORCAL Ambulance requests for PHI from another healthcare provider on a routine or recurring basis must be limited to only the reasonably necessary information needed for the intended purpose, as described in the following table.

<b>HOLDER OF PHI</b>	<b>PURPOSE OF REQUEST</b>	<b>INFORMATION REASONABLY NECESSARY TO ACCOMPLISH PURPOSE</b>
Skilled Nursing Facilities	To have adequate patient records to determine medical necessity for service and to properly bill for services provided	Patient face sheets, discharge summaries, and Physician Certification Statements
Hospitals	To have adequate patient records to determine medical necessity for service and to properly bill for services provided	Patient face sheets, discharge summaries, and Physician Certification Statements
Other Ambulance Providers	To have adequate patient records to conduct joint billing operations for patients mutually treated/transported	Electronic Patient Care Reports ( <i>ePCRs</i> )

For PHI requests not addressed in the table above, privacy determinations must be made on an individual basis in consultation with a Supervisor. For example, a non-recurring or non-routine request, such as a subpoena request for documents, must be reviewed by the Company’s assigned Compliance Officer or other designee, to ensure disclosure of only the minimum necessary PHI to fulfill the purpose of the request.

**Protected Health Information Access *(page 3 of 3)***

---

**Incidental Disclosures**

NORCAL Ambulance understands that there may times when incidental PHI disclosures occur in the context of caring for a patient. For example, incidental disclosures may stem from radio or face-to-face conversations between healthcare providers. The fundamental principle of patient privacy that all employees must remain sensitive to under all circumstances is the importance of maintaining the confidence and security of all material created or used that contains patient care information. Coworkers and other employees should not have access to information that is not necessary for them to complete their job duties.

The fundamental principle of patient privacy that all employees must remain sensitive to under all circumstances is the importance of maintaining the confidence and security of all material created or used that contains patient care information. Coworkers and other employees should not have access to information that is not necessary for them to complete their job duties.

All personnel must make every effort to avoid incidental disclosures of PHI to health care providers and other individuals who do not have a need to know. Employees should pay attention to who is within earshot when verbal statements are made concerning PHI and employees must use their best professional judgment to avoid accidental or inadvertent disclosures.

## **Personnel Records**

---

NORCAL Ambulance maintains personnel information for each employee in the employee's individual personnel file. It is NORCAL Ambulance's intent to ensure the privacy of information contained in employee records. Personnel without a work-related need and authorization to access personnel files are prohibited from doing so.

Employees have the right to inspect certain documents in their personnel file, as provided by law. Employees may request of the Human Resources Department to schedule an appointment to view their personnel file.

Any request for information from personnel files must be directed the Human Resources Department. Only the Human Resources Department is authorized to release limited information about current or former employees. Disclosure of personnel information to outside sources is limited in accordance with applicable law.

### **Personal Contact Information**

Personal contact information is recorded in each employee's personnel file at the time of hire. It is the responsibility of each employee to ensure that such information remains current.

Employees are required to notify the Human Resources Department in writing, within three (3) days, of changes to any of the following:

- Name
- Address and/or telephone number
- Marital status, number of dependents and/or tax filing status
- Persons to be notified in the event of an emergency
- Next of kin and/or beneficiaries

## **Professional Credentials**

---

NORCAL Ambulance requires that each employee maintain, in accordance with the requirements of his/her job assignment, any and all accurate and current licenses, certifications, and professional credentials. A copy of each required credential is kept in each employee's personnel file. Employees must keep these documents in their possession while working, to the extent required by applicable law/regulation.

All employee credentials and their expiration dates are also entered in the company's Scheduling system, *Traumasoft*, upon hire by the Human Resources Department. Employees generally receive a courtesy, notification beginning at approximately 120 days prior to the written expiration of your credentials to the email address associated with your *Traumasoft* account.

Employees are required to submit a copy and/or an approved pdf in email with the updated certification, as set forth in the list below, on or before the expiration of any license or certification. This courtesy notification system is in place only to assist and under no circumstance will a failure of this courtesy notification system excuse employee failure to maintain all certifications for employment. Ultimately, it is each employee's responsibility for making sure this compliance is met.

All current/renewed Certifications and Licenses required of employees to maintain active employment **MUST** be submitted by the employee to NORCAL Ambulance via one or more of the following routes:

1. Directly turned into the Human Resources department.
2. Uploaded directly into your *Traumasoft* account.
3. Faxed to Human Resources at (925) 452-8748.
4. Email a scanned copy of each certification/License. Scanned images must be JPG (J-PEG), .BMP (Bitmap), .GIF or .PDF (Adobe Acrobat) image files to [certs@norcalambulance.com](mailto:certs@norcalambulance.com).

Any employee without current credentials on file is not permitted to work, and will be removed from the schedule until renewed licensing/credentialing information is submitted by the employee.

Field Supervisors possess an updated list of all credentials expired and due to expire. If you have any questions about your current certification status, contact Human Resources Management.

Additionally, field employees must carry copies of their current certifications on their person at all times on shift. This is a requirement in many of the counties we serve and therefore should be observed in all areas we service.

## **Employee References**

---

All requests for references for current or former employees, must be directed to the Human Resources Department. No other manager, supervisor, or employee is authorized to release references, or any other information, about current or former employees.

NORCAL Ambulance policy concerning references for former and current employees is to disclose only the dates of employment and title of the last position held, unless otherwise authorized by the employee.

NORCAL Ambulance recognizes that some employees see the EMT career as a stepping stone to careers with fire or police departments. The company is happy to provide additional information about employees to fire or police officials, provided the employee submits, in advance, a signed written request, which shall include a signed liability waiver provided by the requesting agency.



### **Internal Grievance Procedure (page 1 of 2)**

---

The Internal Grievance Procedures may be used only in connection with an employee's work-related grievance.

From time to time, questions or misunderstandings may arise in any work situation. NORCAL Ambulance believes that employees should have the opportunity to express questions, concerns or problems associated with their employment. For this reason, the company has established a grievance procedure that allows employees to bring certain work-related problems and questions to the attention Human Resources Department, and to assure employees of fair treatment.

It is important that the company's grievance procedure be followed whenever any employee has a genuine concern associated with his or her employment. The grievance procedure provides the opportunity for open discussion and confidential investigation coupled with an opportunity to appeal determinations under certain circumstances. It is particularly important that employees know NORCAL Ambulance is truly interested in the prompt and fair resolution of employee concerns. However, it is difficult, if not impossible, for the company to resolve any problem unless it is known and communicated to Human Resources Department.

Employees with a concern about perceived harassment or discrimination in employment should use the special complaint procedure for such concerns. See the policy prohibiting Harassment and Discrimination.

All employees should feel free to avail themselves of the internal grievance process. Nothing in the company's internal grievance procedure limits the employee's right to communicate directly with all levels of Management including Directors.

The following flow chart below is a typical flow to give a formal grievance. As stated above employees have the right to take a grievance to any member listed below and not necessarily in the given order.



## **Internal Grievance Procedure (page 2 of 2)**

---

### **Resources**

All supervisor, manager and director contact numbers are available in *Traumasoft* and given in new hire packets at orientation. Employees are also welcome to utilize the Employee Assistance Program (EAP) for additional help. EAP Information is also given at orientation and is available in the Company Handbook and Website.

### **Investigation**

Although a complete confidentiality guarantee cannot be given in workplace grievance investigations, all employee grievances requiring investigation will be promptly investigated in as confidential a manner as possible. If the Company determines that corrective action is required, steps will be taken to both rectify the underlying problem and, if appropriate, establish procedural changes to avoid a recurrence.

Employees are welcome to reach out anytime to the investigation officer for updates on status. If updates are available, the investigator will share. Additionally, the investigating officer will reach out periodically to let the employee know progress in the investigation.

In order to properly investigate grievances, employees are required to cooperate. Failure to cooperate may lead to the canceling of an investigation or inability to fully investigate the grievance.

## **Disciplinary Action**

---

If the Company determines that an employee has violated company policies and/or procedures, or has unsatisfactory performance or attendance, disciplinary action may be warranted.

*NORCAL Ambulance, may take any one or more of the following types of disciplinary action(s), in no particular order, and requiring no particular steps to be taken before proceeding to a different step. The following list is illustrative, not exhaustive:*

- A verbal warning may be given to the employee. Written documentation of the verbal warning is placed in the employee's personnel file.
- A written warning may be issued and placed in the employee's personnel file.
- The employee may be demoted.
- The employee may be suspended.
- The employee may be terminated.

## **Employment of Relatives**

---

Because of potential problems of supervisor, safety, security, morale, or conflict of interest that may result from employing relatives, the decision to employ two or more related employees is at the sole discretion of NORCAL Ambulance management. "Related Employees" or "Relatives" are defined as persons related to each other by blood, marriage, or cohabitation.

NORCAL Ambulance may elect to place related employees at separate work locations. Related employees will not be permitted to be in a direct reporting relationship with each other. Related employees, like all other employees, are required to maintain a dignified and professional relationship in the workplace.

---

## **Conflicts of Interest**

---

All NORCAL Ambulance employees must avoid conflict of interest situations. Conflicts of interest can arise, for example, when an employee:

- Has a financial interest in a work-related decision which could affect his/her judgment;
- Gains personal enrichment through access to confidential information;
- Misuses their position at NORCAL Ambulance in a way which results in personal gain;
- Is also employed by a competing agency;
- Has a personal interest, direct or indirect, in any supplier to or customer or competitor of NORCAL Ambulance (An indirect interest is where an immediate family member of an employee has an interest in any supplier to or customer or competitor of NORCAL Ambulance) and/or;
- Engages in supervisor-subordinate romantic or personal relationships that can lead to supervisory problems, possible claims of favoritism or sexual harassment, and morale problems.

Any employee with a potential or actual conflict of interest must disclose such potential conflict to the Human Resource Department. When a potential conflict has been disclosed, a determination will be made by the Human Resources Department as to whether the conflict of interest situation needs to be eliminated or can be corrected.

## **Employee Referral Program ERP (page 1 of 2)**

---

All employees are invited to participate in the Company's Employee Referral Program (ERP). Employees are encouraged to refer the name(s) of a prospective candidate(s) to fill current NORCAL Ambulance job openings.

When NORCAL Ambulance hires a referred candidate (in accordance with guidelines below), the employee making the referral may be eligible to receive an award of \$500.00.

### **Eligibility of Referrers**

All NORCAL Ambulance employees, including part-time, full-time, salaried, supervisory, and administrative employees, except as noted below, are eligible for ERP awards, provided they are not involved in the process of selecting a particular candidate that they have referred.

The following employees are not eligible to receive ERP (Employee Referral Program) rewards:

- Employees in the Human Resources Department.
- The direct, indirect, or functional supervisor/leader of the position being filled.

### **Eligibility of Referrals**

Oral referrals are not considered for an award. To be eligible for an ERP award, the request must be submitted in writing on an ERP application form or the employee must be identified on the application packet of the referred new hire.

- If two (2) or more employees refer the same successful candidate, the award is divided equally among all eligible referrers.
- If it is determined that a candidate being referred has applied directly prior to the referral, or is otherwise already in the Human Resources Department "recruiting" data base, the subsequent employee referral is not eligible for an award. All resumes and applications for particular available positions are generally considered active for a period of one (1) year from the date of application.
- All referrals remain active for one (1) year. An award is made only if the individual referred is hired and completes training within that one (1)-year period. Referrals may be resubmitted after one (1) year from the date first referred.
- Employees who leave the company after referring a candidate will no longer remain eligible for an ERP award.

**Employee Referral Program ERP (page 2 of 2)**

---

**Procedure**

- Referrals are eligible for award only if the original employment application completed by the applicants contains the employee's name as the referral source.
- After the referred applicant has successfully completed six months of service from his or her date of hire, the eligible referring employee will be eligible to receive \$250.
- After the referred candidate has successfully completed one year of service from the date of his or her hire, the referring employee will be eligible to receive the remaining \$250 of the ERP award.

## **Termination**

---

NORCAL Ambulance is an at-will employer; which means the company and the employee have the option to terminate the employee's employment with the company at any time.

### **Voluntary Resignation**

A notification of voluntary resignation will be accepted whether presented orally or in written form, although NORCAL Ambulance requests a written resignation from employee who voluntarily leave employment. Additionally, NORCAL Ambulance requests that employees provide two (2) weeks' notice of resignation. Failure to provide at least two (2) weeks' notice may result in a "no rehire" status.

### **Involuntary Resignation**

An employee may be terminated involuntarily due to a reduction in workforce (RIF), unsuccessful completion of training, or as a result of disciplinary action.

- A Reduction of Force (RIF): Is a layoff in which employees are let go due to staffing, departmental reorganizing, company downsizing, etc. If it becomes necessary to implement a reduction in force ("RIF") and/or layoff, NORCAL Ambulance will attempt to provide advance notice to minimize the impact on those employees who will be affected. Whenever possible, employees subject to a RIF or layoff will be informed and if foreseeable, the duration of the layoff. In determining which employees will be subject to RIF/layoff, NORCAL Ambulance may take into account, among other things: operational requirements; the skill, productivity, ability, and past performance of the employees involved; and the length of employee service.
- Failure of Training Program: In the event that a newly hired employee cannot pass through the training program for the job they have been hired, they will be subject to termination. All attempts to extend training to remediate and address performance issues, however all extensions will be assigned a time period. If at the end of the time period the Supervisor or applicable Management Staff does not see improvement the employee will be terminated.
- Result of Disciplinary Action: Violation of, or failure to comply with, company policies and guidelines, and/or unsatisfactory performance or attendance, may warrant disciplinary action, up to termination. Generally, NORCAL Ambulance believes in a progressive disciplinary system that matches disciplinary action with the severity of an offense and seeks to encourage corrected behavior/performance through a series of progressively more serious steps. NORCAL Ambulance reserves the right to determine which, if any, steps in the process will be used and what course of disciplinary action is appropriate under the circumstance. The Company also reserves the right to terminate an employee for a first offense in a severe instance.

**Termination** *(continued: page 2 of 2)*

---

All company property (keys, uniforms, badges, handbooks, etc.) must be returned to NORCAL Ambulance immediately upon termination (voluntary or involuntary) of employment.

If the Company permits an employee to cease work prior to the expiration of the employee's notice period, the employee will be paid for the duration of the notice, or for the two weeks, whichever is shorter.



## **Exit Interviews**

---

Human Resources Department will generally schedule and conduct interviews with employees who leave NORCAL Ambulance.

The exit interview is intended to:

- Give the employee an opportunity to discuss freely the reason(s) for leaving;
- Obtain from the employee information on views of the company which may help make improvements to policies, procedures, working conditions, and thus help reduce employee turnover;
- Provide the employee with information regarding benefit status
- Account for all company property in the employee's possession, and/or for which the employee is responsible.

## **Professional Business Conduct (page 1 of 2)**

---

NORCAL Ambulance is committed to excellence and to leadership in the company's field of endeavor. NORCAL participates in community affairs, support good work and recognize a responsibility to protect the environment.

### **Gifts & Entertainment**

Kickbacks or bribes to NORCAL Ambulance employees from suppliers or subcontractors and kickbacks or bribes from NORCAL Ambulance employees to customers or their employees or to governmental officials are strictly prohibited, without exception.

### **Gifts & Entertainment – Employees**

Gift and entertainment guidelines for suppliers, customers and competitors inform NORCAL Ambulance policy with respect to gifts and entertainment received by employees.

It is always forbidden for any employee to receive any amount of money or a gift of any monetary value from any supplier, subcontractor or customer in return for the award of business. Gifts otherwise given totaling more than \$25 in any year from any supplier, subcontractor or customer may not be accepted and any gift not meeting this requirement which has been received by an employee should normally be returned to the donor. If the circumstances would clearly make the return of the gift detrimental to the interests of NORCAL Ambulance, the Manager of the respective division should be immediately consulted by the employee for a decision on the proper course of action.

### **Advertising & Sales Practices**

NORCAL Ambulance employees must not create, approve or disseminate any advertising materials that are false or deceptive, are not adequately substantiated or that otherwise violate applicable laws and regulations. An employee should never knowingly misrepresent any NORCAL Ambulance product or service or the product or service of a competitor.

### **Confidential Information & Intellectual Property**

Information relating to trade secrets, as well as lists of customers and suppliers and cost, profit and other marketing information are company assets belonging to NORCAL Ambulance. They may not be used by employees for their own benefit or given to others except in furtherance of NORCAL Ambulance business as directed by management. Care must be taken to avoid inadvertent as well as intentional disclosure.

Employees are prohibited from using trade secrets for his/her own benefit.

**Professional Business Conduct** *(page 2 of 2)*

---

Employees must use the patents, trademarks, copyrights and trade secrets of NORCAL Ambulance in a manner that will safeguard them as assets of the company. Employees must not misappropriate or infringe the patents, trademarks, copyrights or trade secrets of others. No employee should attempt to obtain confidential information or intelligence from a competitor, supplier or customer by unfair means.

**Outside Activities**

NORCAL Ambulance employees may not engage in outside employment or any other activity which would conflict with or otherwise adversely affect the interests or reputation of the company, or which would reduce the employee's efficiency in performing the duties required at the company. For example, NORCAL employees may not work for a competing ambulance service or agency.

## **Professional Code of Conduct**

---

NORCAL Ambulance employees are expected to comply with the following values:

- INTEGRITY:*** NORCAL Ambulance employees act with integrity and honesty. These qualities are essential in providing a basis for trust and go to the core of what is expected of medical professionals.
- RESPECT:*** NORCAL Ambulance employees convey respect for the dignity of all people and provide high-quality service in a courteous manner to every patient without regard to any characteristic protected by law. Our relationships with patients and team members are based on mutual respect and we are sensitive to the impact of both our words and our actions on others.
- OPENNESS:*** NORCAL Ambulance encourages employees to exchange ideas freely within the bounds of reasonable behavior. NORCAL Ambulance recognizes that the fostering of new ideas requires an open and accepting environment.
- RESPONSIBILITY:*** NORCAL Ambulance acts in a transparent manner and accepts responsibility for the company's actions. We understand that our customers, patients and other healthcare professionals will keep us accountable for our actions. We deliver on the commitments we make.
- TEAMWORK:*** NORCAL Ambulance is at its strongest when the company works as a team. We respect each other and make every effort to foster the best working conditions. NORCAL Ambulance has an open-door philosophy and all employees have reasonable access to supervisors, managers and officers.

Failure to interact courteously and tactfully with managers, supervisors, coworkers, customers, vendors and associates to the point that productivity or morale suffers may be grounds for termination.

## **Prohibited Conduct**

---

The following are examples of the type of conduct that is prohibited, and will not be tolerated, by NORCAL Ambulance in the workplace or in a work-related setting. This list of prohibited conduct is for illustrative purposes only; it is not an exhaustive list. Other types of conduct that threaten security, safety, employee welfare and Company operations also may be prohibited.

- Falsification of Company records;
- Recording the work time of another employee or allowing any other employee to record your work time, or falsification of any timecard, either your own or another employee's;
- Damaging or destroying any Company property, or the property of any employee or customer;
- Theft or unauthorized use of Company property (including equipment, vehicles, time, materials, or facilities); removing or borrowing Company property without prior authorization;
- Fighting, horseplay, or engaging in practical jokes;
- Carrying firearms or any other weapons on Company premises at any time;
- Insubordination, or the use of abusive or threatening language;
- Unsatisfactory attendance;
- Unsatisfactory performance;
- Violation of any Company policies, rules or procedures;
- Violation of the Company's policy prohibiting workplace harassment, discrimination, or retaliation;
- Any other conduct that adversely affects the interest of NORCAL Ambulance.

*This statement of prohibited conduct does not alter or affect NORCAL Ambulance's policy of at-will employment. Both the employee and the company remain free to terminate the employment relationship at any time, with or without cause or reason, and with or without advance notice.*

### **Prohibited Media Content**

---

Employees shall obtain authorization in advance from the managing supervisor or Human Resources Department before viewing in the workplace any recorded material, which is either unrated or rated anything other than G through PG-13. Employees should consult the approved media list to determine the acceptability status of the media. Material which is not on the approved media list or which has not yet been reviewed shall be forwarded to Human Resources Department for review.

In furtherance of NORCAL Ambulance policies; Human Resources Department shall restrict all satellite receivers and implement the use of television V-Chips in the workplace. Hacking or otherwise changing the restriction controls on NORCAL electronic equipment, satellite receivers, or V-Chips, or the bringing on to company property unrestricted receivers is prohibited.

Video games viewed or used in the workplace, including but not limited to those intended for computer workstations, PlayStation, X-Box, or any other electronic games are limited to those with a rating of E for everyone or T for teens. Those with different ratings such as a rating of M for mature or A for adult are prohibited. Contact Human Resources Department for a review of any game whose acceptability in the workplace you believe should be re-evaluated and allowed.

In addition, supervisors will be making spot checks at stations to ensure compliance with these regulations.

## **Safety in the Workplace**

---

NORCAL Ambulance seeks to create a positive, safe and enjoyable workplace that is free from inappropriate conduct. To obtain this goal, NORCAL Ambulance depends on its employees to keep our workplace safe, and to inform management of any unsafe conditions or any occurrences of inappropriate conduct.

### **Duty to Act**

Employees should never attempt to personally correct any unsafe electrical, gas, mechanical, or any other complex dangerous condition.

Maintaining a safe workplace is a priority for NORCAL Ambulance. With this in mind, and provided it does not place the employee or others in any form of danger or harm, employees are expected to make all easily remedied unsafe workplace conditions safe. An “unsafe” working condition is a condition on company property that could cause injury or harm.

Examples of “easily remedied” unsafe conditions are, but are not limited to, spilled liquids, slippery floors and surfaces, insufficient illumination for the activity being undertaken, unsafe stacked or stored materials that are susceptible to collapse, tipping over, falling, rolling, sliding or slipping--to name a few. Easily remedied unsafe conditions are the types of conditions that do not require additional training or skill to remedy and the undertaking of correction does not place the employee or others in any form of danger or harm. If you are not sure if a condition constitutes an easily remedied unsafe condition, contact your supervisor before taking any action.

Making an easily remedied unsafe condition “safe” includes, but is not limited to, warning others of the unsafe condition and correcting the condition if the employee has both the ability to do so and the undertaking of correction would not expose the employee or others to the possibility of harm or injury.

### **Duty to Report**

The following is required of all employees:

- To immediately report to the supervisor all occurrences of unsafe working conditions, even if they have already been corrected by the employee or others; and
- To immediately report inappropriate or unsafe conduct, or policy violation, to the Human Resource Department. Please note that this duty extends not only to the individuals who were victims of the unacceptable activities, but also to all persons who witnessed the inappropriate conduct. All such activity is to be reported to the on-duty supervisor and/or Human Resources. Please also see the company’s policy prohibiting workplace harassment, discrimination, and retaliation.

## **Off-Duty Conduct**

---

While NORCAL Ambulance does not seek to interfere with the lawful off-duty conduct of the company's employees, certain types of off-duty conduct can hinder the company's legitimate business interests. For this reason, employees should be aware of the following:

- NORCAL Ambulance regards its good name and image as a company asset. Use of any identifying company name and/or logo trademarks is strictly limited to the ordinary and official conduct of company business. At no time may any NORCAL Ambulance hat, T-shirt or sweater be worn while engaged in what may be interpreted as inappropriate activities such as drinking, clubbing or gambling. A uniform shirt or jacket should never be worn while off duty.
- While NORCAL Ambulance does not entirely prohibit outside employment, employees are expected to dedicate their primary focus to their NORCAL Ambulance responsibilities. The following types of outside employment are not permitted for NORCAL employees:
  1. Employment that conflicts with an employee's NORCAL Ambulance work schedule, duties and responsibilities.
  2. Employment that creates a conflict of interest or is otherwise incompatible with the employee's employment with NORCAL Ambulance.
  3. Employment that impairs or has a detrimental effect on the employee's work performance with NORCAL Ambulance.
  4. Employment that requires the employee to conduct work or related activities on NORCAL Ambulance property during working hours or use NORCAL Ambulance facilities and/or equipment.
  5. Employment that directly or indirectly competes with the business or the interests of NORCAL Ambulance.

Employees who wish to engage in outside employment must submit a written request to the company explaining the details of the outside employment. NORCAL Ambulance assumes no responsibility for any authorized outside employment.



## **Workplace Violence**

---

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

The Company has zero tolerance for acts of violence and threats of violence. Without exception, acts and threats of violence in the workplace, or a work-related situation, even those made in apparent jest, are not permitted.

Possession of weapons on Company premises, in Company vehicles, and/or in any work-related situation or Company-sponsored events is not permitted.

It is every employee's responsibility to assist in establishing and maintaining a violence-free work environment. Therefore, each employee is expected and encouraged to report any incident which may be threatening to you or your co-workers or any event which you reasonably believe is threatening or violent.

You may report an incident to any supervisor or manager.

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

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

## **Workplace Privacy**

---

Due to privacy concerns, employees may not use any audio or video recording devices while on working time. Employees also may not use any audio or video recordings in work areas that NORCAL Ambulance has identified as confidential, secure or private, unless the employee is engaged in protected activity related to improving the terms and conditions of his/her employment, such as documenting health and safety issues.

The company uses or may use video surveillance in public areas (not in restrooms, locker rooms or changing areas). The video surveillance does include sound recording.

**Drug & Alcohol Abuse (page 1 of 2)**

---

NORCAL Ambulance is concerned about the use of alcohol, illegal drugs and controlled substances as that usage affects the workplace. Use of these substances, whether on or off the job, can adversely affect an employee's work performance, efficiency, safety and health and therefore could seriously impact the employee's value to the company. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees and may expose the company to liability. The use of prescription drugs and/or over-the-counter drugs can also seriously impair employee performance.

The following rules and standards of conduct apply to all NORCAL Ambulance employees either on company property or at any time either at work or in a work-related situation.

**Rules of Conduct**

NORCAL Ambulance strictly prohibits:

- Possession or use of alcohol, or being under the influence of alcohol, while on the job.
- Driving a company vehicle while under the influence of alcohol or drugs.
- Distribution, sale or purchase of an illegal or controlled substance while on the job.
- Possession or use of an illegal or controlled substance, or being under the influence of any controlled substance or drug (legal or not), while on the job.

Any employee using prescription or over-the-counter drugs that may impair the employee's ability to safely perform their job and/or affect the safety or well-being of others must notify the Human Resources Department of such that fact before starting or resuming work.

**Treatment & Rehabilitation**

NORCAL Ambulance encourages employees with chemical dependencies (alcohol or drug) to seek treatment and/or rehabilitation, and the Company will provide reasonable accommodation in this regard, as appropriate. Employees desiring such assistance should request a treatment or rehabilitation leave.

This policy on treatment and rehabilitation is not intended to affect the company's policy regarding employees who violate company drug and alcohol regulations. Rather, treatment/rehabilitation is an option for an employee who acknowledges a chemical dependency and voluntarily seeks treatment to end that dependency.

**Drug & Alcohol Abuse (page 2 of 2)**

---

**Drug & Alcohol Testing**

All new employees are tested for the use of illegal drugs as part of their pre-placement, post-offer medical examinations. Additionally, an employee may be tested for such use, when reasonable cause for suspicion exists.

Testing is accomplished through analysis of a urine or blood sample by an outside laboratory designated by NORCAL Ambulance. Prior to the collection of the urine or blood sample, the employee is notified in writing that the sample will be tested for the presence of illegal drugs and/or alcohol. In the case of an employment candidate who declines to be tested and withdraws their application for employment, no record is maintained of the declination.

**Drug Free Workplace**

Pursuant to the Drug Free Workplace Act of 1988, employees must notify their Supervisor or the Managing Director of any conviction for a drug violation occurring in the workplace within five (5) days of such conviction.

The employee's Supervisor or Human Resources Department will notify the applicable federal contracting agency within ten (10) days after receiving notice of an employee's workplace drug conviction or otherwise gaining knowledge of such conviction.

## **Medical Exams**

---

As a condition of continued employment, certain employees are also required to undergo periodic medical examinations, physical tests, and alcohol and drug screening at times specified by the legal requirements of their position.

NORCAL Ambulance pays for all company required medical examinations in full. Questions about medical examinations should be directed to the Director of Human Resources.

## **Punctuality & Attendance**

---

As an employee of NORCAL Ambulance, you are expected to be punctual and regular in attendance. Tardiness or absence may cause problems for your fellow employees and your supervisor, as when you are absent, your work must be performed by others.

Employees are expected to report to work as scheduled, on time, and prepared to start their shift. Employees are also expected to remain at work for their entire shift, except when required to leave on authorized Company business, or for authorized meal breaks or other breaks as required by law. Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours can be disruptive and should be avoided.

Field crew members may clock in up to 15 minutes prior to their shift start time to begin working without a supervisor's approval. Field crew members who choose to clock in early are expected to begin their daily duties immediately. Punching in prior to 15 minutes before the scheduled shift start time requires approval from a supervisor.

### **Tardiness**

NORCAL Ambulance considers a team member "tardy" if they clock in for duty at any time after their scheduled start time. When a team member realizes they will be tardy for their shift, they must make every effort to notify their supervisor immediately allowing as much notice as possible. Late punches are calculated each calendar quarter (every 90 days). Each team member is allowed one (1) late punch per quarter.

### **Unexpected Absences**

If an employee is unable to report to work for their scheduled shift, they must notify their supervisor immediately. Field employees are expected to contact the On-Duty Supervisor (ODS) at least three (3) hours prior to the start of their shift. All employees also must inform their Supervisor of the expected duration of any absence. If the absence lasts more than two (2) days (i.e. 5 days for the flu), a doctor's note may be required to return to work. Each team member is allowed one (1) absence per quarter.

### **Excused Absences**

Absences will be considered excused if they are covered by sick pay, PTO (in accordance with company Policy 100.417 Paid Time Off), or an approved leave of absence.

### **Job Abandonment**

If you fail to report for work without any notification to your supervisor and your absence continues for a period of three (3) consecutive work days, NORCAL Ambulance will assume that you have abandoned your job, and will terminate your employment.

## **Shift Trades & Giveaways**

---

### **Shift Trades**

A shift trade is an exchange of like hours within the same work week with another employee. It is the responsibility of the employee requesting the shift change to find appropriate shift coverage. If unable to arrange coverage, the employee remains responsible for working his/her assigned shift. Any shift trade arrangement requires the advance written approval of the supervisor.

### **Shift Giveaways**

A shift giveaway is a shift given by the assigned employee to another employee without the assigned employee working a substitute shift in place of the shift given away. The employee giving away a shift may request to Payroll, his/her PTO hours to be cashed out (in any available amount) to receive compensation for the given away shift(s). It is the responsibility of the employee requesting the shift change to find appropriate shift coverage. In other words, if you are a driver, you need to find another driver to replace you. If unable to arrange coverage, the employee remains responsible for working his/her assigned shift.

Scheduling will issue an email to all parties involved for approved and unapproved shift trades and giveaways. It is the responsibility of the employee requesting shift change to check the scheduling calendar.

Once a shift trade or give-away has been approved by Scheduling, and the supervisor, the shift becomes the obligation of the individual who agreed to accept that shift.

### **Scheduling Denials**

Listed below are some examples of common reasons for the denial of a shift trade/give-away request:

- Not submitted within the necessary time frame
- Trade or give-away would cause overtime that would not otherwise have occurred
- Trade or give-away would put two (2) non-drivers on the same unit
- Trade or give-away takes place out of the work week or pay period

The Scheduling Department is closed on the weekends. If you have an issue with your schedule for Saturday, Sunday or Monday that has not been taken care of by 5PM on the previous Friday, you need to call the Dispatch Supervisor for assistance. Remember, all timeframe requirements still apply.

**Scheduling Contact Number: (916) 754 - 2448**

## **Customer Relations**

---

NORCAL Ambulance recognizes both internal and external customers. Internal customers are those people who work for the company. External customers are those the company provides service to, including patients, nursing staff, physicians, family members, acute and long-term care facility staff, fire and police personnel, public officials and the general public.

Employees are expected to be polite, courteous, prompt, and attentive to every customer. When an employee encounters an uncomfortable customer relations situation that he or she does not feel capable of handling, the on-duty supervisor should be called immediately.

Ours is a service business and all of us must remember that the customer always comes first. Our customers ultimately pay all of our wages.

Customers are to be treated courteously and given proper attention at all times. Never regard a customer's question or concern as an interruption or annoyance. You must respond to inquiries from customers, whether in person or by telephone, promptly and professionally.

Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate person and make sure the call is received.

Through your conduct, show your desire to assist the customer in obtaining the help he or she needs. If you are unable to help a customer, it is your responsibility to find someone who can.

All correspondence and documents, whether to customers or others, must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.

Never argue with a customer. If a problem develops, or if a customer remains dissatisfied, ask your supervisor to intervene.



## **Media Contacts**

---

Employees may be approached for interviews or comments by the news media. Only contact people designated by the CEO or board of directors may comment on behalf of NORCAL to news reporters on NORCAL Ambulance policy or events relevant to NORCAL Ambulance.

It is NORCAL Ambulance policy to establish and maintain a positive operating relationship with the news media. NORCAL Ambulance employees may be approached for interviews or comments by the news media. This policy provides general guidelines for handling media contacts.

### **Guidelines**

- Do not make statements that would disclose confidential company or patient information.
- Direct all requests for information from the news media to the Human Resources Department or the Board of Directors.
- For incidents where no public safety agency is in control, it is important to refer all interviews or comments to NORCAL Ambulance's CEO or board of directors.
- Avoid statements such as "no comment". Rather, state politely that you have no information pertinent to the incident.
- Never speculate as to how an accident may have occurred. Never give out information as to what may have caused an accident, which may be at fault or the number of injuries or deaths.

Employees are personally responsible for any statements they make to the media. Discretion should be used in every case.

Employees must always keep in mind that patient health information must not be disclosed to the media, and may only be discussed with those who are directly involved and assigned to the care of the patient.

**Social Media / Networking Policy (page 1 of 2)**

---

The company has in place policies that govern use of its own electronic communication systems, equipment, and resources which team members must follow. We encourage all employees to use good judgment when communicating via social media.

“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 web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the company, as well as any other form of electronic communication.

The following is a general and non-exhaustive list of guidelines you should keep in mind when engaging in social media:

1. Always be fair and courteous to fellow team members, customers, vendors, suppliers or people who work on behalf of the company. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by talking directly with supervisors and management, rather than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism related to your employment, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages customers, team members, vendors, or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone’s reputation or posts that violate Company policy, including the policy prohibiting workplace harassment or workplace violence.
2. Make sure you are always truthful and accurate when posting information or news regarding the Company and your employment. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate, nothing that is posted ever truly “expires.” Never post any information or rumors that you know to be false about the company, fellow employees, customers, vendors, suppliers, people working on behalf of the company or competitors.
3. Maintain the confidentiality of the company trade secrets and proprietary or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal Company reports, policies, procedures or other internal business-related confidential communications.

**Social Media / Networking Policy (page 2 of 2)**

---

4. Do not create a link from your blog, website or other social networking site to the company's website without identifying yourself as a company employee.
5. Express only your personal opinions. Never represent yourself as a spokesperson for the company. If the company is a subject of the content you are creating, be clear and open about the fact that you are a team member and make it clear that your views do not represent those of the company, fellow team members, customers, vendors, suppliers or people working on behalf of the company. If you do publish a blog or post online related to the work you do, or subjects associated with the company, make it clear that you are not speaking on behalf of the company. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of NorthStar Emergency Services, Inc."
6. You must refrain from using social media while on working time or while using computer equipment or software provided by the Company, unless it is work-related as authorized by the Human Resources Department, or other member of management; or consistent with the Acceptable Use of Electronic Communications Policy.
7. Do not use any of the company email addresses to register on social networks, blogs or other online tools utilized for personal use.
8. NORCAL Ambulance provides computers for employees to use to access their work schedules, clock in and out for shifts and meal breaks, and to check work emails. Personal use of NORCAL computers is allowed only on breaks. Employees are not allowed to access websites on Company computers/equipment that may compromise company computers, or to download personal files or accessing websites that may contain viruses or other inappropriate or harmful data. Using company computers to access social networking websites (i.e. Facebook, Twitter, etc.) is not allowed during working hours.

If you have questions or need further guidance, please contact the Human Resources Department.

## **Use of Company Name**

---

NORCAL Ambulance regards the company's good name and image as a company asset.

The company name and image are conveyed through the proper use of vehicles, equipment, uniforms, letterhead and printed materials, all bearing the company's name and logo. Use of any identifying company name and/or logo trademarks is strictly limited to the ordinary and official conduct of company business. Any unauthorized or inappropriate use of the company name or logo is not permitted.

---

## **Compliance Training and Enforcement**

---

NORCAL Ambulance requires Medicare compliance training to ensure that all employees understand and appreciate the company's goal of eliminating health care fraud and abuse.

Employees receive compliance training as part of orientation. All employees are required to undergo additional compliance training within a reasonable time frame following any material change to NORCAL Ambulance policies and procedures on compliance. Employees will be notified of any such changes, and provided training opportunities.

### **Documentation**

The most important element supporting Medicare compliance is medical record documentation. An undocumented service is not considered to have been performed and may not be reimbursed.

- Medical records must be complete.
- All notes made on medical records must be legible.
- All entries on medical records must be signed and dated.

Medical documents may serve as a legal document to verify care provided.

### **Compliance Enforcement**

All employees may report a suspected compliance violation to the On-Duty Supervisor or Human Resources Management. Human Resources Management along with the immediate Supervisor of the involved employee will review suspected violations of the compliance program and make determinations as to their validity.

## **Employer Property**

---

Lockers, desks, vehicles, radios, phones and other equipment belonging to NORCAL are company property and must be maintained according to NORCAL Ambulance rules and regulations. Company property must be kept clean and in working order, and is only to be used for work-related purposes. NORCAL Ambulance reserves the right to inspect company property to ensure compliance, without notice to the employee and/or regardless of whether the employee is present.

The Company's voicemail and/or electronic mail (email) systems are to be used for business purposes only. NORCAL Ambulance reserves the right to listen to voicemail messages and to access e-mail messages on its systems at any time. Accordingly, the employees have no expectation of privacy in any information store, created, or received or sent on these systems.

It may be necessary to assign and/or change passwords/codes and/or combinations for voicemail, email, computers and stations. Passwords/codes and combinations remain the property of NORCAL Ambulance and are to be used for company business only. NORCAL Ambulance may keep a record of all passwords/codes and combinations used and may be able to override any company password system.

Prior authorization must be obtained before any NORCAL Ambulance property may be removed from company premises.

For security reasons, employees should not leave personal belongings of value in the workplace. Personal items brought onto Company property (including into Company vehicles or parking lots) are subject to inspection and search, with or without notice, with or without the employee's prior consent.

## **Use of Electronic Media**

---

NORCAL Ambulance uses various forms of electronic communication in its business including, but not limited to, computers, e-mail, telephones, mobile phones, two-way radios, pagers, voicemail, fax machines and Internet access. Employees should not use cell phones, cordless phones, portable computers or fax transmission for the communication of Company confidential or sensitive information.

All Company electronic communications equipment, including all software and hardware, remains the sole property of NORCAL Ambulance and is to be used for company business only and not for personal use. Employees may not install personal software in NORCAL Ambulance computer systems. Access to the Internet and websites and other types of company-paid computer access from Company systems are intended for company-related business only. A Supervisor must approve any information about NORCAL Ambulance products or services or any other aspect of the company before that information can be posted using a Company electronic information source. All electronic information created by any employee using any means of Company electronic communication is NORCAL Ambulance property and remains the property of the company. While personal passwords may be provided to employees for their use on Company systems for security purposes, the use of a personal password does not affect NORCAL Ambulance ownership of the electronic information.

NORCAL Ambulance reserves the right to access and review any electronic files, messages, mail, etc., stored on, created on, or sent or received on Company Systems. In addition, NORCAL monitors the use of electronic communications as necessary to ensure, so that there is no misuse or violation of company policy or any law. Accordingly, employees have no expectation of privacy in anything stored on, created on, or sent or received on Company systems. Employees are not permitted to access the electronic communications of other employees or third parties unless directed to do so by Management.

### **Voicemail/Email**

NORCAL Ambulance maintains voicemail and email systems in order to facilitate company business. All messages sent, received, composed and/or stored on company voicemail and email systems are company property. The use of a password on either system is not intended to indicate that messages are private; they are not. Accordingly, employees should have no expectation of privacy in their use of the Company's voicemail or email systems. NORCAL Ambulance will override any passwords if it becomes necessary to do so for any reason. NORCAL Ambulance reserves the right to access an employee's voicemail and email messages, both outgoing and incoming, at any time. Therefore, an employee's outgoing voicemail message must not indicate or imply that incoming messages will be kept confidential or private.

**Cell Phones (page 1 of 2)**

---

**Prohibiting Personal Use of Company Cell Phone**

Company cell phones (including handheld devices and smartphones) may be provided to some employees to assist them in performing their job. Company cell phones are company property. Data (including web browsing), messages (including voice mail, mobile email, and text messaging), and other stored electronic information is subject to monitoring and employees have no expectation of privacy in the use of this company property.

The company may ask you to assign a password to your Company cell phone to prevent unauthorized access. Employees are required to furnish all such passwords to the Company. Assigning of such a password does not affect the company's ownership of the cell phone or ability to monitor the information on the phone.

Company cell phones must not be used in any manner that violates any company policy, including safety policies, confidentiality policies, electronic and social media policies, and policies against discrimination and harassment.

Employees who are provided a company cell phone may use it to send and receive occasional and limited personal communications. Any personal usage of a company-issued cell phone must not interfere with the employee's work performance, must not take away from work time, and must not violate any company policy, including policies against harassment, discrimination and disclosure of confidential or trade secret information. Employees are responsible for paying for additional time or data usage in excess of any rate plan maintained by the company and that is unrelated to performance of job duties or following company directions.

**Prohibited Cell Phone Use**

Employees are not permitted to use cell phones containing audio or video recording devices or cameras in any work areas that the Company has designated as confidential, secure or private, unless the employee is engaged in protected activity related to improving the terms and conditions of his or her employment, such as documenting health and safety issues. This restriction applies to the use inside bathrooms, Communications Center, and patient compartment.

**Cell Phones *(page 2 of 2)***

---

**Prohibited Use of Company Cell Phone While Driving**

In the interest of the safety of our employees and other drivers, NORCAL Ambulance employees are prohibited from using cell phones (including all smart phones) or other wireless communication devices (including laptops) while driving on Company business and/or Company time. This prohibition includes any use of the cell phone or other wireless communications device, such as answering or placing calls, engaging in conversations, texting, web browsing or using any smartphone application while driving.

If your job requires that you keep your cell phone or other wireless communication device turned on while you are driving, you must use a hands-free, voice-operated device at all times. Under no circumstances should employees place phone calls while driving on Company business and/or Company time.

Employees needing to conduct business while on the road are required to safely pull off the road before conducting Company business.



## **Restricted Equipment**

---

### **Copy/Fax Machine**

Copy and fax machines are for company use only. Use of a company copy or fax machine for any other reason or by unauthorized personnel is prohibited.

### **Mail Meter**

The mail meter is to be used only for official company mailings.

### **Office/Dispatch Phones**

Office and dispatch phones are for official company use only.

### **Computers**

NORCAL Ambulance computers may only be used by authorized individuals for official company business.

### **Phone Lines**

Open phone jacks and company phone lines may not be used for personal Internet access or any other unauthorized personal use.

### **Direct TV, TEVO or Programming Cards**

The programming for Direct TV boxes at Company worksites are restricted and may not be modified or have the programming card replaced without the expressed permission of the Station Supervisor.

### **Off-Duty Use of Facilities**

---

Employees are prohibited from being on company premises or making use of company facilities while not on duty, unless previously authorized by a Station Supervisor and Human Resources Management.

Employees are expressly prohibited from using company facilities, company property or company equipment for personal use.

---

### **Employee Property**

---

An employee's personal property that is brought onto Company facilities, including, but not limited to, packages, purses, backpacks, and vehicles, may be subject to inspection. In addition, Company-issued lockers, desks, offices, and vehicles are subject to inspection.

NORCAL Ambulance does not accept responsibility for any lost or damaged employee property that is brought onto the worksite, including Company vehicles.

## **Evacuation Procedures**

---

Employees should determine in advance the nearest exit to their work location and should become familiar with the route to follow to reach that exit in the event of an emergency or disaster. Employees should also plan an alternate route in the event the first route is blocked or unsafe to use.

### **Procedures**

- DO NOT EVACUATE UNLESS TOLD TO DO SO OR DANGER IS IMMINENT.
- If safe to do so, secure sensitive documents and equipment before leaving.
- Follow instructions of emergency personnel.
- Move to your evacuation point unless otherwise instructed.
- Walk. DO NOT RUN.
- Keep noise to a minimum.
- Remove high heels to avoid tripping.
- DO NOT PUSH OR CROWD.
- DO NOT USE ELEVATORS.
- Use handrails in stairwells and stay to the right.
- Check doors for heat before opening.
- Assist any people with disabilities.

### **Fire Alarm**

If there is no fire in your area, but the alarm has sounded, wait at your primary exit until you are told to relocate.

### **Relocating Outside the Building**

- Move at least 100 feet from the building.
- Watch for falling glass, etc.
- Do not talk to the press. Refer questions to Board of Directors or Human Resources. Misinformation or partial information can create bigger problems.
- If you have relocated away from the building, DO NOT RETURN until you are notified that it is safe to do so.

## Security

---

NORCAL Ambulance has developed the following rules which are intended to help maintain a secure workplace:

- Be aware of persons loitering for no apparent reason (e.g., in parking areas, walkways, entrances/exits and service areas).
- Report any suspicious persons or activities to local police.
- Advise management of any threats made to individuals or toward the company.
- Secure your area (station, desk, vehicle, etc.) when called away for any length of time.
- Do not leave valuable and/or personal articles unattended.
- Lock unoccupied stations and offices.
- Lock private offices, files and cabinets within any unoccupied or unattended location.
- Lock and remove keys from company vehicles when unattended.

Employees to whom equipment is assigned are responsible for the safekeeping of that equipment.

The Company uses surveillance cameras in certain public/open areas of the workplace. These cameras are used to promote a safe work environment. The cameras will not be located in any bathrooms, locker rooms or designated changing areas.

### **Company Access Restriction**

---

NORCAL Ambulance prohibits any former employee, an employee on administrative leave, or any unauthorized visitors (defined in this policy as “Unauthorized Persons”) from coming on to or in any way accessing company owned or operated property. This prohibited access pertains to all company property both real and personal and includes, but is not limited to, all NORCAL Ambulance stations, dispatch locations and vehicles.

In order to access company property, any Unauthorized Persons must first request and receive express oral or written authorization from the Human Resources Department of the company—the granting of this authorization is at the discretion of the company.

---

### **Health and Safety**

---

Every NORCAL Ambulance employee is responsible for his/her own safety as well as the safety of others in the workplace. Safety is everybody’s business!

To achieve NORCAL Ambulance’s goal of maintaining a safe workplace, everyone must remain safety conscious at all times.

In compliance with California law and to promote the concept of a safe workplace, NORCAL Ambulance maintains an Injury and Illness Prevention Program, as described in the company's Safety Handbook. A copy of the Safety Handbook is located in every station and in the Human Resources Department.

Any safety issue or potential hazard in the workplace should be documented on an Incident Report and reported to your immediate Supervisor or the Safety and Risk Manager immediately.

## **Ergonomics**

---

As a matter of health and safety, it is the objective of NORCAL Ambulance to minimize workplace Repetitive Motion Injuries (RMIs). The company takes reasonable steps to reduce ergonomic hazards by means of engineering controls, administrative controls and employee training.

NORCAL Ambulance believes that reducing ergonomic risk is a key factor in maintaining an environment of personal safety and well-being essential to the company's business. NORCAL Ambulance is committed to providing appropriate resources such as mandatory safety training and state-of-the-art equipment to create an ergonomically safe environment.

NORCAL Ambulance encourages the use safe and proper work procedures and requires that all employees follow safety instructions and guidelines at work.

Questions about ergonomics should be directed to the employee's direct supervisor.

## **Tobacco Use Policy**

---

Smoking or the use of any tobacco product is prohibited in all NORCAL Ambulance buildings, vehicles and facilities, except in specific smoking areas designated by managers.

Products covered under this policy include but are not limited to cigarettes, cigars, pipes, E-cigarettes, vapor cigarettes and chewing tobacco.

Smoking or the use of any tobacco product by employees is also prohibited in the following situations:

- During any phase of a call or patient transport
- While engaged in any Company drill or training
- While dealing with the public at work or in a work-related situation
- When inside company vehicles

While an employee is at work, smoking is only permitted during designated break periods, as established by Department Managers. These managers shall also designate the specific sites to be used as smoking areas. Field personnel are strongly discouraged from smoking in plain view of the public while on shift.

As health care providers, NORCAL Ambulance employees are expected to display a health-conscious demeanor when within public viewing. As such, designated smoking areas shall be placed in areas outside of the public's view.

It is the smoker's responsibility to ensure that the smoke does not enter the building, and does not create discomfort to other employees or adversely affects the workplace. The smoker is also responsible for cleaning up all byproducts of smoking or other tobacco products immediately after use.

## **Meal and Rest Periods (page 1 of 3)**

---

This Meal and Rest Periods Policy applies to all non-exempt employees. Employees working together on a vehicle/shift should take their meal and rest periods concurrently, at the same time.

### **Rest Breaks**

All nonexempt employees are entitled to uninterrupted rest break periods during their workday in accordance with law. If you are a nonexempt employee, you are paid for all such break periods, and you will not clock out during this paid break time.

### **Number of Rest Breaks**

You will be authorized and permitted one (1) ten (10) minute rest break for every four (4) hours you work or major fraction thereof. A rest break is not authorized for employees whose total daily work time is less than three and one half (3.5) hours.

You are relieved of all duty during your rest break periods. You are expected to return to work promptly at the end of any rest break.

If you work a shift from three and one-half (3.5) to six (6) hours in length you will be entitled to one (1) ten-minute rest break. If you work more than six (6) hours and up to ten (10) hours, you are entitled to two (2) ten-minute rest breaks. If you work more than ten (10) hours and up to fourteen (14) hours, you are entitled to three (3) ten-minute rest breaks.

For shifts in excess of fourteen (14) hours, you are entitled to additional paid ten-minute rest breaks for every four (4) hours you work, or major fraction thereof.

### **Timing of Rest Breaks**

You are authorized and permitted to take a rest break in the middle of each four-hour work period insofar as practicable.

There may be practical considerations that require NORCAL Ambulance occasionally to deviate from this general rule. You will be informed if there are practical considerations that affect timing of rest breaks.

Employees are required to schedule and take their own rest breaks. Field employees can notify dispatch when they take a rest break to avoid interruption of their break. If you ever are not permitted to take a rest break, you must report this immediately in writing to the Human Resources Department.



### **Meal and Rest Periods (page 2 of 3)**

---

#### **Meal Period**

Unless an employee signs an on-duty meal period agreement, all nonexempt employees will be provided an uninterrupted unpaid meal period of at least thirty (30) minutes if you work more than five (5) hours in a workday. Non-exempt Administrative employees are required to clock out for, and back in from, the meal break. You are relieved of all duty during the meal period. During your meal period, you can leave the premises. You are expected to return to work promptly at the end of any meal period.

If your total work period for the day is more than five (5) hours per day but no more than six (6) hours, you may waive the meal period. Waiver of the meal period cannot be done without the mutual consent of you and your supervisor. Any such waiver must be in writing.

#### **Timing of Meal Period**

Your meal period will be provided no later than the end of your fifth hour of work. For example, if you begin work at 8:00 a.m., you must start your meal period by 1:00 p.m.

Your meal period will be scheduled by direct supervisor or department head. For field employees, the meal period is scheduled by dispatch, and can be requested sooner by the employee.

#### **Second Meal Period**

If you work more than ten (10) hours in a day, you will be provided a second, unpaid and uninterrupted meal period of at least thirty (30) minutes. Non-exempt Administrative employees must clock out for the meal period. You are relieved of all duty during the meal period. During your meal period, you are free to leave the premises. You are expected to return to work promptly at the end of any meal period.

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

### **Meal and Rest Periods (page 3 of 3)**

---

#### **Timing of Second Meal Period**

This second meal period will be provided no later than the end of your tenth (10<sup>th</sup>) hour of work. Meal periods will ordinarily be scheduled to be taken by about the 9.5-hour mark.

Your second meal period will be scheduled by direct supervisor or department head. For field employees, it is scheduled by dispatch, and can be requested sooner by the employee.

#### **After-Hour Meal Periods**

If a meal period occurs on a shift beginning or ending at or between the hours of 10 pm and 6 am, facilities must be made available for the crews to secure hot food and drink or heat food and drink, and a suitable sheltered place must be provided for the crews to consume such food and drink.

#### **Recording Meal Periods**

Non-exempt Administrative employees must record the start and end time of the meal periods.

If for any reason you are not provided a meal period in accordance with this policy, or if you are in any way discouraged or impeded from taking your meal period, you must immediately notify Human Resources in writing. Employees should note on their timecard any missed meal or rest break and document the reason for the missed meal or rest period.

Employees who sign an on-duty meal period agreement should also refer to the terms of their agreement regarding meal periods.

For additional information regarding meal and rest periods during twenty-four (24) hour shifts please refer to the Twenty-Four (24) Hour Shift Agreement Policy given to applicable personnel at orientation and also available in the Policy and Procedure Manual.

## **Housekeeping**

---

All NORCAL Ambulance employees are expected to keep their work areas clean and organized.

Common areas such as lunchrooms, restrooms and meeting rooms, and ambulance bays should be maintained according to the station/office duties schedule.

Please clean up after meals and dispose of trash properly.

Employees are expected to maintain the cleanliness of assigned company vehicles and ambulances throughout the course of their shift. Trash must not be allowed to accumulate in company vehicles between uses.

All housekeeping is expected to be done at the beginning of the shift if time allows, and throughout the shift as necessary to maintain a clean and healthy working environment.

Any safety hazard should be reported to the Station Manager or the Human Resources Department and documented via email to [fixme@norcalambulance.com](mailto:fixme@norcalambulance.com).

---

## **Heat Illness**

---

NORCAL Ambulance is concerned with employee health and safety. Employees who work outside may be exposed to extreme temperatures or adverse working conditions, particularly in the summer months. All supervisors are trained in the recognition and prevention of heat illness. Employees who work outside are encouraged to frequently drink water.

Employees who work outside are also allowed and encouraged to take a cool-down rest in the shade of at least five minutes (in addition to the time needed to access the shade) when needed to protect themselves from overheating. These preventative cool-down rests are paid time and are in addition to regular rest breaks.

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

## **Station Parking**

---

Employees may park their personal vehicles in designated areas, if space permits. If space is unavailable, employees must park in permissible public areas in the vicinity of NORCAL Ambulance property. Employees may not use parking areas specifically designated for customers, vendors, Company vehicles, deliveries, or reserved for manager.

NORCAL Ambulance is not responsible for any loss or damage to employee vehicles or contents while parked on Company property or public areas in the vicinity of the Company.

Ambulances may not be parked in red, loading or handicap zones unless on an emergency call.

### **Station Parking Rules**

At no time are any personal vehicles to be parked in company spaces reserved for ambulances or inside stations, unless given direct approval by a supervisor with a set duration of time allowed. Personal vehicles must not be parked, in any way that obstructs the movement of ambulances, company vehicles, deliveries, other tenants or in any way the prohibits daily operations.

---

## **Vehicle Use**

---

Employees whose job duties require them to drive a Company vehicle or their own vehicles for Company business will be required to show, and have, proof of current valid driving licenses and proof of insurability under the Company's policy or current effective insurance coverage.

NORCAL Ambulance participates in a system that regularly checks state Department of Motor Vehicles (DMV) records of all employees who are required to drive as part of their job.

Employees who drive their own vehicles on Company business will be reimbursed at the rate of IRS standard mileage rate per mile.

## **Reasonable Accommodation**

---

NORCAL provides reasonable accommodation for such qualified disabled individuals in accordance with applicable laws.

The Company is committed to ensuring that qualified disabled individuals are accorded non-discriminatory treatment both in the pre-employment/applications process as well in all terms, conditions, and privileges of employment.

The Company retains confidential employee medical information in separate confidential files.

### **Procedure for Requesting an Accommodation**

Qualified individuals with disabilities (either applicants for employment or current employees) may make requests for reasonable accommodation. On receipt of an accommodation request, the Director of Human Resources or other HR designee, will meet with the requesting individual to discuss his/her work-related limitations and the potential accommodations that might enable the individual to perform the essential job function.

### **Solicitation & Distribution of Literature**

---

In order to ensure efficient operation of company business, NORCAL restricts solicitations and distribution of literature on company property and on employee working time. The company has established rules applicable to all employees governing solicitation, distribution of written material and entry onto company premises and into work areas.

All employees are expected to comply with the following rules:

- Employees may not solicit or promote any cause or organization during his or her working time or during the working time of the employee or employees at whom such activity is directed, without advanced approval from Human Resources; “working time” is defined below.
- Employees may not distribute or circulate any written or printed material in work areas at any time, or during his or her working time or during the working time of the employee or employees at whom such activity is directed, unless approved in advance by Human Resources.

“Working time” includes the working time of both the employee doing the soliciting/distributing and the employee who is the subject of solicitation/distribution. Working time does not include break periods, meal periods, or another specified period during the workday when the employee is appropriately not engaged in performing work tasks.

Any employee who is in doubt concerning the application of these rules should consult with his or her Human Resources Department immediately.

## **Employee Expense Reimbursements**

---

NORCAL Ambulance reimburses employees for authorized business expenses each payday. Employees who have incurred business expenses must submit required itemized receipt(s) and an Employee Expense Report to the Payroll department no later than Tuesday of pay week to receive reimbursement by the following payday.

Any questions about the company's expense reimbursement policy should be directed to the employee's immediate supervisor or payroll department.

## **Driver Acceptability**

---

Employees who are required to drive company vehicles or who may have occasion to drive company vehicles must maintain the required level of driver qualifications.

Specific driver requirements are based on the policies of the California Department of Motor Vehicles and the current NORCAL Ambulance insurance provider. Information regarding these policies, which are subject to change, may be reviewed with the Managing Director.

Employees who drive on the job must meet the company's insurance acceptability guidelines prior to and throughout the duration of their employment.

All ambulance personnel must possess a current valid California driver's license, valid County EMT certificate, valid CPR card, Medical Examiner's certificate (DL51A), and California Ambulance Driver's certificate (DL61).

Employees who drive company vehicles **must** report suspension of their driver's license to their Supervisor **immediately** upon receiving notification of such suspension or intent to suspend.

NORCAL Ambulance participates in the DMV *Employer Pull Notice* (EPN) program. The driving records of employees who drive for NORCAL are received by the Department of Motor Vehicles (DMV), annually and whenever there is new activity on an individual's record.



## **Seat Belt Usage**

---

All employees driving or riding in a Company vehicle including ambulances are required to wear seat belts at all times when the vehicle is moving. All patients and other passengers in Company vehicles and ambulances are also required to be seat-belted.

All ambulance attendants must wear their seatbelt while the vehicle is in motion unless being restricted by a patient care procedure in which case the seatbelt must be reapplied when the care no longer prohibits it.

All patients must be secured to the gurney using both chest and leg belt restraints.

Children and infants that are not patients should not ride in company vehicles. Fire or Police personnel should be used to transport children and infants to the destination.

For patients who weigh between ten (10) and forty (40) pounds, the Pedi-Mate Infant Restraint system is to be utilized.

Due to passenger-side airbags, an infant car seat is never to be secured in the front passenger seat of the ambulance. (Also because of the airbags, feet may never be placed on the ambulance dash.)

At no time can the seat belt receptacle or seatbelt mechanism be modified or disabled. Any discrepancies or malfunctions with the seatbelt equipment must be reported to a Supervisor or Dispatcher at the start of the shift.

## **Sleeping Policy**

---

In order to ensure the best overall patient care, NORCAL Ambulance requires all employees to be awake, alert and attentive throughout their shifts.

Under normal working conditions and apart from employees working a designated 24-hour shift, no employee will be allowed to sleep while on-duty.

Employees working any non-24-hour shift, whether during the day, evening or overnight shall report to work alert and be prepared to perform their assigned duties.

In a rare or specialized situation an employee may be authorized to sleep on-shift, by their supervisor with verbal permission.

## **Personal Use of Company Provided Vehicle**

---

Employees whose job duties require them to drive a Company vehicle or their own vehicles for Company business will be required to show proof of current valid driving licenses and proof of insurability under the Company's policy or current effective insurance coverage before the first day of employment.

NORCAL Ambulance participates in a system that regularly checks state Department of Motor Vehicles (DMV) records of all employees who are required to drive as part of their job. If an employee is required to drive as part of his or her job, NORCAL Ambulance retains the right to transfer to an alternative position, suspend, or terminate an employee whose license is suspended or revoked, or who fails to maintain personal automobile insurance coverage or who is uninsurable under the Company's policy.

Employees who drive their own vehicles on Company business will be reimbursed at the rate of IRS standard mileage rate per mile.

### **Driver's Obligations:**

We expect employees who drive company vehicles to follow rules. They should:

1. Drive safe and sober.
2. Always wear safety belts while the vehicle is moving.
3. Respect traffic laws and fellow drivers.
4. If applicable, wear glasses or contacts when driving.
5. Document any driving-related expenses, like fuels and tolls.
6. Check their car regularly to ensure gas, tire pressure and all car fluids are at appropriate levels.
7. Report any damages or problems with their assigned cars to HR immediately.
8. Notify Company and bring car in for regular and routine maintenance as soon as practicable.
9. Employees are required to comply with NORCAL backing rules and regulations.
10. Avoid double-parking, blocking entrances and engaging in other traffic violations that may result in fines.

### **ADA**

Company will make reasonable accommodations to facilitate company vehicle use for eligible employees with disabilities.

**Personal Use of Company Provided Vehicle** *(continued: page 2 of 3)*

---

**Suspension/Revocation of License:**

If employees have their driver's licenses suspended or revoked, they must inform our HR department immediately. We will reassign their company car until they become eligible to drive in accordance with our policy and insurance requirements.

**Illness/Sickness Which May Impair Ability to Drive:**

Employees who are fatigued and/or sick should avoid driving if they feel their driving ability is impaired. If sickness occurs during a business trip that requires the use of a company car, employees should take regular breaks while driving or ask HR for overnight accommodations, if needed.

**Employees are not allowed to:**

1. Smoke inside of a company car.
2. Lease, sell or lend a company car.
3. Violate distracted driving laws by using a phone or texting while driving.
4. Use a company car to teach someone how to drive.
5. Leave the company car unlocked, unattended or parked in dangerous areas.
6. Allow unauthorized people to drive a company car, unless an emergency mandates it.

**Accidents:**

If employees are involved in an accident with a company car, they should contact our HR department immediately, so we can get in touch with our insurance provider. Employees shouldn't accept responsibility or guarantee payment to another party in an accident without company authorization. Follow legal guidelines for exchanging information with other drivers and report the accident to local police, if required.

**Our company's obligations:**

We want to ensure that all our employees are safe at work and preserve our company's legality. For these reasons, we will:

1. Make sure cars are safe to drive before assigning them to employees.
2. Schedule periodical maintenance to ensure cars remain in good condition.
3. Provide a copy of this policy to all employees who are assigned company cars.
4. Insure vehicles with a reliable insurance provider.

**Drivers are responsible for bringing in their company cars for any maintenance the Company schedules.**

**Personal Use of Company Provided Vehicle** *(continued: page 3 of 3)*

---

NORCAL Ambulance keeps records of our fleet with manufacturing date and mileage. We will retire any car that is deemed too old or too high in mileage.

**Company is not responsible for:**

1. Paying fines employees accumulate while driving company cars that they are responsible for (e.g. for driving too fast.).
2. Bailing out employees arrested while driving company cars.
3. Any personal property left unattended in a NORCAL vehicle will not be under the responsibility of NORCAL Ambulance for any losses or damages.

**Inspections and Searches:**

Inspections and searches of the company vehicle may be conducted at the discretion of a Station Supervisor and the Human Resources Department.

**Disciplinary Consequences:**

Employees will face disciplinary consequences if they do not follow this policy's rules. For minor offenses, like allowing unauthorized people to drive a company car or receiving more than [two] fines, we may issue reprimands and ultimately revoke the company car.

We may terminate an employee and/or take legal action as needed for more serious offenses. That can include leasing out a company car for personal financial gain or causing an accident while driving intoxicated.

## **Employee Assistance Program (EAP)**

---

All NORCAL Ambulance employees may participate in our Employee Assistance Program (EAP) through *Claremont EAP* immediately upon hire.

The Claremont Employee Assistance Program (EAP) helps employees resolve personal issues before they become more serious and difficult to manage. Employees and their eligible family members can receive professional, confidential counseling at no cost. They also provide access to resources that can help address virtually any personal concern or question.

All conversations with EAP, and all EAP records are confidential.

The administrative cost of this program is fully paid for by NORCAL Ambulance.

Additional information regarding this program is available at [www.claremonteap.com](http://www.claremonteap.com) or calling (toll-free, 24 hours a day/7 days a week) 1.800.834.3773.

---

## **Lactation Policy**

---

NORCAL Ambulance accommodates lactating employees by providing a reasonable amount of break time to any employee who desires to express breast milk for an infant child. The lactation break time shall, if possible, run concurrently with any paid rest/break time already provided to the employee. Any break time provided to express breast milk that does not run concurrently with the paid break/rest time already provided to the employee shall be unpaid.

We will make reasonable efforts to provide employees who need a lactation accommodation with the use of a room or other private location that is located close to the employee's work area. Employees with private offices may use their offices to express breast milk.

Employees who desire lactation accommodations should contact their supervisor or Human Resources.

Discrimination on the basis of sex includes discrimination based on breastfeeding and related medical conditions and is unlawful.

## **Holidays**

---

NORCAL Ambulance observes the following paid holidays:

- January 1 (New Year's Day)
- Memorial Day
- July 4<sup>th</sup> (Independence Day)
- Labor Day
- Thanksgiving
- Christmas Day

### **Nonexempt Employees Working Actual Holiday:**

Employees may be required to report for duty on recognized holidays, and will be notified of their schedules in advance of the holiday. Nonexempt personnel who are required to be on duty on a Company recognized holiday are paid at a special holiday rate of 1.5 times their normal rate of pay for the first eight (8) hours worked on the holiday, and then double time thereafter for any time worked in excess of eight (8) hours on the holiday. To be eligible for special holiday pay rate, nonexempt employees must actually work on the day of the Company observed paid holiday. The special holiday pay rate begins at 0700 on the actual Company-recognized holiday, and ends at 0659 the following day.

Non-exempt employees who are full-time, part-time, and per diem employees are eligible for special holiday pay when working on the date of the holiday. Employees not working a holiday due to a downed shift are not eligible for holiday pay but are encouraged to work another shift to make up for lost hours. Employees will not be penalized (loss in benefits, full-time status, etc.) due to the downing of a shift.

### **Employees not Working Actual Holiday:**

Eligible employees will be paid for holiday time off on days when they would normally be scheduled to work, but they cannot work due to holiday **office** closure. Employees eligible to receive pay for not working on Company-recognized holidays are those scheduled to work at least 30 hours per week (i.e., full-time exempt or full-time non-exempt employees), provided they have completed their probationary period. Employees who are not full-time do not receive paid holidays, but may be eligible to receive unpaid days off for the above holidays.

If you are eligible for holiday pay, you will receive your regular 'straight-time' pay for the number of hours you would normally have worked that day, not to exceed 8 hours. Holiday paid time off is not counted as "hours worked" when calculating overtime. Eligible employees who are on a paid absence, such as vacation or sick leave, at the time of a Company-recognized holiday will get holiday pay instead. That is, the paid vacation or paid sick leave bank of the eligible employee will not be deducted for day of the Company-recognized holiday. Employees on leave without pay shall not be paid for any holidays occurring within their leave period.

## **Insurance Benefits**

---

### **Company Sponsored Benefits**

NORCAL Ambulance provides a medical, dental and vision insurance plans for eligible employees, with affordable premiums deducted directly from the employee's paycheck.

An employee becomes eligible to begin benefit options at the ninety (90) day mark of employment and if the employee is working full-time.

Eligible employees are given the opportunity to enroll in benefits the month prior to the start day of their selected plan(s). For example, if a full-time employee will reach their 90<sup>th</sup> day mark/complete their introductory period on April 4<sup>th</sup>, they will need to complete their insurance enrollment forms no later than March 30<sup>th</sup>, to allow their coverage to begin on April 1<sup>st</sup>.

If an employee declines insurance coverage upon becoming eligible, the employee still has an opportunity to enroll again during the annual open enrollment. Failure to enroll in benefits by the end of the eligibility month may be deemed as a waiver of such benefits even if the employee fails to submit the appropriate declination form.

In the event of an increase in medical insurance premium rates, employee monthly premiums may increase as well to meet the higher cost.

When formerly eligible employees, and dependents, become ineligible for insurance coverage, they will be given information describing eligibility to elect continuing coverage under applicable laws.

### **Dependent Coverage**

Insurance coverage for eligible employee dependents may also be available for an increased monthly premium, paid fully by the employee.

### **Termination of Benefits**

Employees must always maintain full-time status to continue their benefits. In the event an employee falls below hours, changes their status (to part time or per diem) or goes on a leave of absence they can continue coverage (either through covered leave options or COBRA) or discontinue benefits. Continuation of benefits will only be permitted as long as the employee is paying their portion of their benefit premium as agreed upon by the COBRA or Leave of Absence (LOA) terms.



## **401k Benefit**

---

NORCAL Ambulance provides a 401k retirement savings plan for all eligible employees. To be eligible, employees have a year of service and be full-time status (minimum 1,000 hours annually). During an eligible employee's 11<sup>th</sup> month of service they will be automatically enrolled in the 401k plan at the minimum 3% contribution rate. Employees can opt out of 401k participation by contacting the benefits department or directly declining with Voya during the eligibility period. If an employee declines to enroll during the eligibility period (the 25<sup>th</sup> day of their 11<sup>th</sup> month), they will not have the opportunity to enroll until the company's open enrollment period.

The 401k plan is offered through Voya.

NORCAL Ambulance matches at 25% of your contribution up to 5%.

Matching is determined by years of service (from hire date).

Year 1 = 0%

Year 2 = 20%

Year 3 = 40%

Year 4 = 60%

Year 5 = 80%

Year 6 = 100%

### **Paid Time Off (PTO)**

---

All non-exempt field employees who actually work eighty (80) or more hours per pay period are eligible to accrue paid time off ("PTO"). Non-exempt field personnel must have one (1) year of service with NORCAL Ambulance before eligibility for PTO begins, on the one-year anniversary from his/her date of hire.

Eligible personnel accrue at a rate of 1 hour for every 30 hours worked. If a PTO eligible employee falls below the eighty (80) hour minimum worked they will not accrue paid time off that pay period, they will instead accrue paid sick time. See the Paid Sick Time Policy for more information.

No other classification of employee (included but not limited to: temporary, part-time, per diem, or probationary employees) accrues paid time off.

Eligible employees may accrue up to a maximum of 160 PTO hours at any time. Once this cap is reached, no further paid time off will accrue until the employee uses sufficient paid time off, to bring his/her total PTO accrual below the 160 PTO hours maximum.

Employees become eligible to request paid time off any time after the employee's first day of employment, as work schedules permit. Employees may not use PTO until and unless it has accrued; no advances on PTO will be granted.

Employees may use accrued paid time off for paid vacation leave, paid sick leave, paid holidays, or any other type of paid time off. Employees will need to schedule the use of accrued PTO with their Supervisor. Employees are not paid out for accrued, unused PTO, except at time of separation from employment.

All PTO requests will be submitted by the requesting employee through *TraumaSoft*, which will send the request to payroll. Employees on unpaid leave do not accrue paid time off.

Other rules governing PTO:

- Employees must take PTO in a minimum of one-hour increments. Employees are generally required to exhaust accrued and unused PTO before taking unpaid leave or having unpaid absences. PTO may be required to be exhausted during an otherwise unpaid leave, to the extent permitted by applicable law.
- Employees requesting to use PTO for non-sick-related/non-emergency purposes are generally required to find shift coverage to cover their PTO absence.
- All employees who promote, change job title or departments or have a significant rate change in wages may be cashed out their PTO balance at the rate it was accrued.

## **Paid Sick Time**

---

All employees accrue one 1 hour of paid sick time for every 30 hours worked and based on state and local laws, with a minimum of 24 hours. Unused paid sick time can be rolled over into the next calendar year.

Employees cannot use more paid sick time than accrued.

Employees may begin using accrued paid sick time beginning on the 90<sup>th</sup> day of employment.

If an employee works multiple positions for NORCAL Ambulance with differing paid sick rates, the employee will be paid at the rate of the specific position called out for.

Paid sick time will be deducted from the employee's sick time bank whenever they call out sick, unless the employee does not have any remaining paid sick time available in their bank.

Sick time is not cashed out upon departure from the Company.

## **Pregnancy-Related Disability Leave “PDL”** *(page 1 of 2)*

---

Employees who are disabled by pregnancy-related disability are entitled to request up to four (4) months of pregnancy disability leave (“PDL”), in accordance with their doctor’s medical certification of the need for leave. An employee who is pregnant or has a related medical condition is eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if such a transfer is medically advisable.

### **Procedures for Pregnancy-Related Disability (PDL) Leave**

Employees should advise their Supervisor and the Managing Director of their intent to take pregnancy disability leave (“PDL”) as soon as possible. Notice should include the anticipated timing and duration of the leave.

If the need for the PDL is foreseeable, employees must notify the company at least thirty (30) days before the leave is to begin. If thirty (30) days advance notice is not possible, notice must be given as soon as practicable.

Employees must consult with their Supervisor regarding the scheduling of any planned medical treatment or supervision related to pregnancy disability so as to minimize disruption of company operations. Any such scheduling is subject to the approval of the employee's healthcare provider.

If requested by the employee and recommended by the employee’s healthcare provider, the employee’s work assignment may be changed as required to protect the health and safety of the employee and her unborn child.

Requests for temporary job transfers related to pregnancy disability will be reasonably accommodated in accordance with applicable law. The temporarily transferred employee will receive the pay corresponding to the transfer job, as is the case with any other temporary transfer because of health reasons.

Pregnancy leave will usually begin when ordered by the employee’s healthcare provider. The employee must provide NORCAL Ambulance with medical certification from a healthcare provider confirming the need for leave.

The disability certification must contain:

- The date on which the employee became disabled due to pregnancy,
- The probable duration of the period or periods of disability, and
- A statement that, due to the disability, the employee is unable to work at all or to perform any one (1) or more of the essential functions of the employee’s job without undue risk to herself, the successful completion of her pregnancy, and/or other persons.

## **Pregnancy-Related Disability Leave “PDL” *(page 2 of 2)***

---

PDL includes any period of time for actual disability caused by the employee’s pregnancy, childbirth, or related medical condition. This also includes leave for severe morning sickness and for prenatal care. PDL does not need to be taken in one continuous period of time and may be used intermittently, as necessary. Part-time employees are entitled to PDL leave on a pro-rata basis; that is, an employee working 20 hours per week is entitled to a maximum of 4 months of her 20-hour per week schedule.

### **Returning to Work**

The following are the guidelines for employees returning to work from PDL.

- As with return from any medical leave, return from PDL is allowed only upon receipt of medical certification releasing the employee to return to work.
- An employee returning from PDL will be reinstated to the same position held at the time the leave began or to an equivalent position, if available, to the extent of the law.

Employees on PDL may also be eligible for other legally protected leaves. These leaves will run concurrently to the extent permitted by law.

## **Family Medical Leave (FMLA)**

---

Under state and federal law, an employee with at least twelve (12) months of service who has worked at least 1,250 hours in the preceding twelve (12)-month period may have a right to unpaid family care or medical leave (FMLA leave). Eligible employees may request to take up to twelve (12) workweeks in a twelve (12)-month period for any qualifying reason, including: the birth, adoption, or foster care placement of an employee's child or for an employee's own serious health condition, or that of the employee's child, parent, or spouse or domestic partner, as well as for reasons of qualifying military exigency or to care for injury or illness of a covered service member who is next-of-kin. For care of a covered service member, an employee may be able to request up to 26 weeks of FMLA leave.

Employees qualifying for FMLA leave may also be eligible for other legally protected leaves. These leaves will run concurrently to the extent permitted by law.

If possible, the employee requesting FMLA leave must provide at least thirty (30) days advance notice for foreseeable events (such as expected birth of a child or a planned medical treatment). For unforeseeable events, the employee should notify NORCAL Ambulance, at least orally, as soon as the employee becomes aware of the need for the leave. Failure to comply with these notice requirements may result in deferral of the requested leave.

NORCAL Ambulance requires certification from the healthcare provider to grant FMLA leave for the serious health condition of the employee or to care for the serious health condition of a family member. When medically necessary, leave may be taken on an intermittent or a reduced work schedule.

The leave for the birth, adoption, or foster care placement of a child must be completed within one (1) year of the birth or adoption or foster care placement.

If spouses both employed by NORCAL Ambulance are requesting FMLA leave, the leave is limited to a combined total of 12 weeks in a 12-month period when leave is taken for the birth, adoption or foster care placement of a child, or to care for the employee's parent with a serious health condition.

Employees returning from FMLA leave will be reinstated to his/her same position, or to an equivalent position, to the extent required by law.

Employees are encouraged to contact the Human Resources Director for more information regarding leave eligibility and/or the impact of leave, if any, on seniority and benefits.

## **Benefit Premiums**

---

In the event an employee is unable to continue working temporarily due to injury, illness or another company approved leave, NORCAL Ambulance has adopted the following benefit premium policy.

### **Family Medical Leave Act (FMLA) and Pregnancy Disability Leave (PDL)**

For employees on approved FMLA and/or PDL, NORCAL will continued to provide health insurance benefits as if the employee remained actively working during the leave period. The employee remains responsible for paying their portion of the insurance premium during the leave. Payment arrangements should be made with the Human Resources Department.

### **Workers Compensation**

If the employee on leave for workers' compensation also qualifies for FMLA, please see above. If the employee does not qualify for FMLA, the employer will continue to pay its portion of the health insurance premium for up to 3 months. The employee is responsible for paying their personal portion of the premium during the leave. Payment arrangements should be made with the Human Resources Department.

### **Non-FMLA Medical Leave**

The employer premium portions are paid until the end of the same month of the date the employee begins the unpaid portion of his/her absence for non-FMLA medical leave. If this leave results in a COBRA-triggering event, the employee will be provided information about electing to continue health insurance at his/her own expense.

### **Personal Leave of Absence**

For employees granted an unpaid personal leave of absence, the employer premium portions are paid until the end of the same month of the date the employee begins the unpaid leave. If this leave results in a COBRA-triggering event, the employee will be provided information about electing to continue health insurance at his/her own expense.

## **Personal Leave**

---

A personal leave of absence without pay may be granted to any employee at the discretion of NORCAL Ambulance. Requests for personal leave will generally not be granted for longer than 30 days. All requests should be directed to the Director of Human Resources.

---

## **Bereavement Leave**

---

In the event of the death of a spouse, domestic partner, child, parent, legal guardian, brother, sister, grandparent, grandchild, or mother-, father-, sister-, brother-, son- or daughter-in-law, any employee may be eligible to request up three consecutive days of paid leave [at eight (8) hours of pay per scheduled day up to a maximum of twenty-four (24) hours].

Approval of paid bereavement leave is contingent upon the employee providing the company in advance with documented proof that the bereavement leave is for an eligible relative. Employees are required to use available paid or sick leave time when taking an approved bereavement leave.

The Human Resources Department may approve additional bereavement time off without pay.



### **Military Leave and Military Spouse Leave**

---

NORCAL Ambulance employees who wish to serve in the military and take military leave or those who have a spouse serving in the military should contact the Managing Director for information about their rights before and after military leave or the leave of their spouse.

Employees are entitled to military leave/military spouse leave in accordance with applicable law.

---

### **Paid Family Leave (PFL)**

---

Employees taking approved leave for family-medical reasons may be eligible to apply to the State of California, for Paid Family Leave (PFL) partial wage replacement benefits. These benefits are funded through payroll deductions and coordinated through the Employment Development Department. PFL may provide eligible employees with limited compensation for up to eight (8) weeks when an employee needs to take leave from work to care for a parent, parent-in-law, child, spouse, registered domestic partner, grandparent, grandchild, or sibling who is seriously ill, or for a working parent who wants time to bond with his or her newborn, foster child or newly adopted child.

The PFL program does not provide employees with a right to a leave of absence; it is simply a partial state-sponsored wage replacement benefit available to requesting and eligible employees.

### **Jury Duty or Witness Leave**

---

NORCAL Ambulance encourages employees to serve jury duty when they are called to do so.

Employees must notify scheduling of the potential need for time off as soon as a jury or witness summons is received. Written verification is required to receive compensation, if any.

NORCAL Ambulance will provide eligible employees their regular compensation for jury duty, up to a two-week period. Any jury duty that the employee serves beyond the two-week period will be granted, but not compensated.

Employees needing time off to serve as witnesses will be provided leave but leave to serve as a witness will not be compensated by the Company.

---

### **Time Off for Voting**

---

Under California law, if an employee does not have sufficient time outside of working hours to vote in a statewide election, the employee may, without loss of pay, take off some time from work to do so.

The following rules govern time off from work to vote:

- The maximum time allowed is two (2) hours.
- Time off for voting may be taken only at the beginning or end of the regular working shift.
- The decision by the employer regarding when to permit the employee to take time off for voting is determined by whether the beginning or the end of the shift allows for more voting time and interferes less with the employee's responsibilities.
- If at all possible, the employee must give NORCAL Ambulance at least two (2) working days' notice that time off for voting is desired in accordance with the provisions of this policy and California law.

## **Volunteer Firefighters**

---

The following is NORCAL Ambulance's policy regarding employees who are volunteer firefighters.

NORCAL Ambulance employees who are called to serve as volunteer firefighters for **emergency duty** will not be disciplined or discriminated against.

Employees who are volunteer firefighters must inform the Scheduling Department and Supervisor so that they will be aware of the possibility that the employee may be called to **emergency duty**.

Employees who are required to take time off for **emergency firefighter duty** should notify Scheduling and their Supervisor before doing so whenever possible.

Employees must submit written verification on the fire agencies letterhead upon returning to work. The verification should include the date the employee was committed to the incident and the date the employee was relieved from the incident. The verification must be signed by a fire officer with actual knowledge of the employee's service during the incident.

All non-emergency assignments for volunteer firefighters (e.g., training, testing, certifications related to fire training updates) are to be treated like any other request for time off and will require the employee finding a qualified replacement for shift coverage.

## **Dress Code and Grooming Standards**

---

NORCAL Ambulance strives to maintain a workplace environment that functions well and is free from unnecessary distractions and annoyances. As part of that effort, the company requires employees to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed. To that end, NORCAL Ambulance department heads may determine and enforce guidelines for workplace-appropriate attire and grooming for their areas; guidelines may limit natural or artificial scents that could be distracting or annoying to others.

All NORCAL Ambulance staff members are expected to present a professional, businesslike image to clients, visitors, customers and the public. Acceptable personal appearance, like proper maintenance of work areas, is an ongoing requirement of employment with NORCAL Ambulance.

Supervisors should communicate any department-specific workplace attire and grooming guidelines to staff members during new-hire orientation and evaluation periods. Any questions about the department's guidelines for attire should be discussed with the immediate supervisor.

Any staff member who does not meet the attire or grooming standards set by his or her department will be subject to corrective action and may be asked to leave the premises to change clothing. Hourly paid staff members will not be compensated for any work time missed because of failure to comply with designated workplace attire and grooming standards.

All staff members must carry or wear the NORCAL Ambulance identification badge at all times while at work.

### ***Specific requirements***

Certain staff members may be required to meet special dress, grooming and hygiene standards, such as wearing uniforms or protective clothing, depending on the nature of their job. Uniforms and protective clothing are required for certain positions and will be provided to employees by NORCAL Ambulance.

At the discretion of the department head, in special circumstances, such as during unusually hot or cold weather, during special occasions, or on a specific workday(s), staff members may be permitted to dress in a more casual fashion than is normally required. On these occasions, staff members are still expected to present a neat appearance and are not permitted to wear ripped, frayed or disheveled clothing or athletic wear. Likewise, tight, revealing or otherwise workplace-inappropriate dress is not permitted.

**Dress Code and Grooming Standards (continued: page 2 of 3)**

**Reasonable accommodation of religious beliefs**

NORCAL Ambulance recognizes the importance of individually held religious beliefs to persons within its workforce. NORCAL Ambulance will reasonably accommodate a staff member’s religious beliefs in terms of workplace attire and grooming standards unless the accommodation creates an undue hardship. Accommodation of religious beliefs in terms of attire may be difficult in light of safety issues for staff members. Those requesting a workplace attire accommodation based on religious beliefs should be referred to the Human Resources Department.

<b>Appropriate</b>	<b>Inappropriate</b>
<b>Bottoms</b>	
<ul style="list-style-type: none"> <li>• Khakis or corduroys</li> <li>• Jeans (must be clean and free of rips, tears and fraying; may not be excessively tight or revealing) *</li> <li>• Skorts, capris</li> <li>• Leggings (must worn with a dress or top that covers to the mid-thigh)</li> </ul>	<ul style="list-style-type: none"> <li>• Sweatpants, leggings, exercise wear</li> <li>• Shorts, low-rise or hip-hugger pants or jeans</li> </ul>
<b>Tops</b>	
<ul style="list-style-type: none"> <li>• Polo collar knit or golf shirts</li> <li>• Oxford shirts</li> <li>• Company logo wear</li> <li>• Short-sleeved blouses or shirts</li> <li>• Turtlenecks</li> <li>• Blazers or sport coats</li> <li>• Jackets or sweaters</li> </ul>	<ul style="list-style-type: none"> <li>• Shirts with writing (other than company logo)</li> <li>• Sleeveless blouses or shirts*</li> <li>• T-shirts or sweatshirts</li> <li>• Beachwear</li> <li>• Exercise wear</li> <li>• Crop tops, clothing showing midriffs, spaghetti straps</li> </ul>
<b>Shoes</b>	
<ul style="list-style-type: none"> <li>• Boating or deck shoes, moccasins</li> <li>• Casual, low-heel, open-back shoes (e.g., mules, sling backs)</li> </ul>	<ul style="list-style-type: none"> <li>• Sandals, thongs, flip-flops,</li> <li>• Tennis shoes*, Athletic shoes*, sneakers*</li> <li>• Croc-like sandals, Slippers</li> </ul>

\*appropriate only for casual days only

**Casual or dress-down days**

Departments that adopt casual or dress-down days may use the \* in the chart above for guidance.

## **Dress Code and Grooming Standards (*continued: page 3 of 3*)**

---

### **Business attire**

The following guidelines apply to business attire:

- For men, business attire includes a long-sleeved dress shirt, tie, and tailored sport coat worn with dress trousers (not khakis) and dress shoes.
- For women, business attire includes tailored pantsuits, businesslike dresses, coordinated dressy separates worn with or without a blazer, and conservative, closed-toe shoes.

### **Addressing workplace attire and hygiene problems**

Violations of the policy can range from inappropriate clothing items to offensive perfumes and body odor. If a staff member comes to work in inappropriate dress, he or she will be required to go home, change into conforming attire or properly groom, and return to work.

If a staff member's poor hygiene or use of too much perfume/cologne is an issue, the supervisor should discuss the problem with the staff member in private and should point out the specific areas to be corrected. If the problem persists, supervisors should follow the normal corrective action process.

All employees required to wear uniforms provided by NORCAL Ambulance must take care of their uniforms and report any wear or damage to their supervisor(s). Instructions regarding cleaning and maintenance of uniforms will be provided. Uniforms can be washed in normal washers/dryers, and do not require dry cleaning. Supervisors will inform you of additional requirements regarding acceptable attire. Certain employees may be required to wear safety equipment or clothing. Any deviations from these guidelines must be approved by your supervisor.

Hair should be kept clean and out of the face. Only naturally occurring hair colors are permitted.

Facial hair should never exceed ½ inch in length. Neatly kept goatees, beards and sideburns are permitted with management approval. For field personnel facial hair outside of approved areas should be clean shaven at all times (e.g., no beards), because of their interference with the seal on an N95 mask.

Visible piercing should be limited to one post/stud per ear. No other visible piercings are permitted due to safety risks and concerns.

Tattoos must be kept concealed at all times.

**NORCAL Ambulance EMPLOYEE HANDBOOK**  
**Section 5: Employee Benefits**

**Uniforms**

Each employee of NORCAL Ambulance is a representative of the company in the eyes of the public; because of that, each Field Employee must report to work properly groomed and wearing appropriate clothing. NORCAL Ambulance will provide uniforms as needed at orientation. Below is a list of approved uniforms and a description of how each uniform is required to be worn.

Employees who are issued uniforms are expected to wear the issued uniforms during their entire on-duty work shift. Employees are also expected to clean and maintain issued uniforms. Uniforms are washable and can be tumble-dried or air dried.

**Company-Issued Uniforms will consist of the following:**

<b>Item:</b>	<b>Issue Frequency:</b>	<b>Quantity:</b>
<b>Class A Uniform:</b> <ul style="list-style-type: none"> <li>• Navy collared Lion apparel uniform shirt</li> <li>• Navy “Proper” pocket pants (511/EMS)</li> <li>• Belt (511 Tactical)</li> </ul>	Orientation, yearly or more often with request, depending on wear/tear	2 shirts, 2 pants, 1 belt
<b>Class B Uniform (Paramedics and Nurses):</b> <ul style="list-style-type: none"> <li>• Navy collared 5.11 Tactical Polo</li> <li>• Navy “Proper” pocket pants/5.11/EMS</li> <li>• Belt (511 Tactical)</li> </ul>	Orientation, yearly or more often with request, depending on wear/tear	2 shirts, 2 pants, 1 belt
Blue T-Shirt (undershirt) <i>*Part of Class A Uniform</i>	Orientation, every 6 months upon request	1
Boots – 511 Tactical or similar <i>(required for both Class A and Class B uniforms)</i>	Orientation and as needed ( <i>no more than once every 2 years</i> )	1 pair
NORCAL Ambulance Badge/Photo ID <i>(required for both Class A and Class B uniforms)</i>	Orientation, <i>must request replacement for lost, stolen or damaged</i>	1
Jacket ( <i>Applies to Class A and Class B uniforms</i> )	Orientation or within 90 days	1

All employees must be in full and proper uniform in common areas during their shift. Twenty-four (24) hour crew members are allowed to be dressed down in sleep rooms after 1900 (7:00pm).

**Uniforms** *(continued: page 2 of 2)*

---

Employees must provide their own watch or device for proper timekeeping.

**Reimbursements**

If an employee is unable to be issued a piece of the company uniform, they may be approved to purchase the item and obtain reimbursement from the company. All reimbursements must be approved prior to purchase. The employee will be reimbursed at amount comparable to the cost of the Company Issued item. The employee must submit an itemized receipt of the item to obtain reimbursement. An employee requesting reimbursement for an item must have proof of purchase dated no older than one pay period from the time of request. All reimbursements will be included in the employee's paycheck.



### **School Activities**

---

Employees are encouraged to participate in the school activities of their child(ren), to the extent required by law. The absence is subject to all of the following:

- Parents, guardians, or grandparents having custody of one or more children in kindergarten or grades one to 12 may take time off for a school activity;
- The time off for school activity participation cannot exceed eight hours in any calendar month, or more than a total of 40 hours each school year;
- Employees planning to take time off for school activities/visitations must provide as much advance notice as possible to their supervisor;
- If both parents are employed with NORCAL Ambulance, the first employee to request such leave will receive the time off. The other parent will receive the time off only if the leave is approved by his or her supervisor;
- Employees must use paid time off (PTO) in order to receive compensation for this time off;
- Employees who do not have paid time off available will take the time off without pay; and
- Employees must provide their supervisor with documentation from the school verifying that the employee participated in a school activity on the day of the absence for that purpose.

### **Suspension**

If an employee who is the parent or guardian of a child facing suspension from school is summoned to the school to discuss the matter, the employee should alert his or her supervisor as soon as possible before leaving work. In accordance with law, no discriminatory action will be taken against an employee who takes time off for this purpose.

If it becomes necessary for an employee who is the parent or guardian of a child to attend the child's school at the request of the pupil's teacher or principal, the employee's supervisor should be informed of the need for time off as soon as possible.

## **Workers' Compensation**

---

In accordance with state law, NORCAL Ambulance provides insurance coverage for employees in cases of work-related injury. Workers' Compensation benefits provided to injured employees may include medical care, cash benefits, to replace lost wages; and/or vocational rehabilitation to help qualified injured employees return to suitable employment.

NORCAL Ambulance employees are expected to obey all company rules and regulations regarding safety and are expected to exercise care and reasonable caution in the performance of duties to prevent injury to themselves and fellow employees.

### **Procedure**

To apply for workers' compensation benefits, the employee needs to:

1. Immediately report any work-related injury to his/her Supervisor.
2. Seek medical treatment and follow-up care if required.
3. Document the incident on an Employee Report of Injury/Illness Form
4. Submit a complete Employee's Claim for Workers' Compensation Benefits, (DWC Form 1) to his/her Supervisor.
5. Provide NORCAL Ambulance with healthcare provider certification of the need for workers' compensation disability leave. The certification should also include a statement regarding the employee's expected time of return to work.

The Director of Human Resources is responsible for providing employees with information regarding Workers' Compensation rights and benefits.

### **Reinstatement**

The following are guidelines for reinstatement to work following a Worker's Compensation Leave:

- Under most circumstances, upon submission of medical certification that an employee is able to return to work from a Workers' Compensation leave, the employee will be reinstated to the same position or to an equivalent position, if available, to the extent of the law.
- Certain injuries will require the passing of the company's Physical Ability Test (PAT) after the release from the medical provider but prior to returning to full duty.

If, after returning from a Workers' Compensation leave, an employee is unable to perform the essential functions of the employee's job because of a physical or mental disability, NORCAL Ambulance will engage in the interactive process with the employee to determine whether reasonable accommodation exists that will enable the employee to perform essential job functions.

## **Return to Work (page 1 of 2)**

---

The goal of NORCAL Ambulance Service Return to Work policy is to return employees with work-related or non-work-related injuries into transitional work as soon as possible. A return to work might be accomplished by temporarily modifying the employee's job or temporarily providing the employee with another job. The employee's medical condition is always a priority when identifying transitional work, including any limitations or restrictions set by the attending physician.

The Return to Work program is designed to provide NORCAL employees with an opportunity to continue as valuable members of the company while recovering from an injury.

### **Human Resources Responsibility**

- Implements the injury leave based on the recommendation of the initial evaluating physician;
- Establishes and monitors the duration of the leave based on the orders of the treating physician;
- Acts as a liaison between NORCAL, the injured worker, the attending physician, and the State Fund;
- Makes sure that the necessary paperwork and forms have been properly handled and submitted to the appropriate parties;
- Monitors temporary modified/alternative work; if available/offered; and
- Gathers any additional information that may be needed to support return to work efforts.

### **Supervisor Responsibility**

In the event of an injury, the Supervisor or Manager makes sure that the employee receives first aid or, if necessary, proper medical treatment at any of the company's selected medical clinics. If possible, the Supervisor or other appropriate Manager accompanies the employee to the medical clinic.

The Supervisor works closely with Human Resources to coordinate return to work efforts and is responsible for introducing the employee back into the workplace in the transitional position, if appropriate.

The Supervisor makes sure that the injured employee receives necessary assistance from coworkers and that the employee does not work outside of the employee's medical restrictions, if any.

**Return to Work (page 2 of 2)**

---

**Employee Responsibility**

The following are the employee's responsibilities in the event of a work-related injury:

- If an injury occurs on the job, the employee is required to report it to their Supervisor immediately.
- If the injury requires more attention than first aid, the employee must proceed to an Occupational Health, urgent care, emergency room or other appropriate provider.
- The employee should discuss any physical restrictions and limitations with the attending physician.
- The employee should timely submit any doctor's notes regarding the status of his/her leave, and/or stating the type and expected duration of any workplace restrictions.
- Any questions regarding the Return to Work program should be directed to the Director of Human Resources.