

CORDOVA CONSULTING

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W H I T T I E R , C A 9 0 6 0 1

RESPIRE SERVICE PROGRAM

Employee Handout

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CORDOVA CONSULTING

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Employee Handout

Agency Description

Cordova Consulting will hire parent referrals, keep all documents, insurance, perform payroll functions and make all necessary payments to state and federal agencies on behalf of the parents receiving respite services as employer of record.

Statement of Need

Giving parents respite services that are affordable and flexible. Some of the parents' biggest concerns are

1. Other agencies require minimum number of hours worked per shift, scheduling is not flexible enough.
2. Parents are unable or unwilling to take on formal business function, insurance, workers compensation, payroll functions to comply with Federal guidelines.
3. Parents will have direct access to their employees, will manage and schedule employee hours.
4. Other agencies do not have a regular pay schedule and or pay the employee as an independent contractor.

Mission Statement/Service Philosophy

Giving consumers respite services that are affordable and flexible.

Definitions

“Agency” for the purpose of respite, refers to Cordova Consulting who provides employment services at the request of the consumer. We provide service to hire, pay and maintain payroll records on behalf of the consumer requesting respite services from their Regional Center. We do not provide oversight, supervision, or work schedule, these responsibilities remain with the consumer and family being served.

“Caretaking” for the purpose of respite, is the use of a Cordova Consulting employee for the general care of the consumer. If hours of work performed are not authorized by Regional Center, exceed the daily or weekly maximums that Cordova Consulting is authorized to pay, or an individual employee works over 40 hours per Sunday- Saturday week, these hours constitute caretaking. Payment for caretaking is the sole responsibility of the parent. Rates and terms of caretaking are between the caretaker and the parent.

“Consumer” for the purpose of respite services, is any individual receiving services through a Regional Center within the state of California.

“Employee” for the purpose of respite services, means any person 18 years or older, legally authorized to work in the USA. Employees must hold at the minimum a valid First Aid/CPR AED Card, complete any state and federal requirements, and be willing and able to provide respite services to a specific consumer.

“Employment” for the purpose of respite, is the co-employment of respite workers under the parent’s request to which Cordova Consulting has limited liability to the nature of the employment relationship. Cordova Consulting is responsible for payroll, employment qualifications, and record keeping services only. The parent has the day to day management responsibility of the respite worker. Both parent and Cordova Consulting have the right to terminate any employee and both the parent and Cordova Consulting must agree to hire the employee.

“Family” for the purpose of respite, is the individuals that reside, live with the consumer.

“Home-Based” for the purpose of respite, is the ability for consumer to achieve the least restrictive environment during In-Home-Respite. The Consumer can participate in home-based activities such as taking walks around the block, or any other activity that is in proximity of the consumers home.

“Community-Based” for the purpose of respite, is any activity in the community such as going grocery shopping, going to the movies, going to a restaurant, to which the consumer is traveling away from home to attend typically with a transportation method other than walking.

“Parent” for the purpose of respite, is the parent(s) or legal guardian(s) of the consumer.

“Respite” is the intermittent or regularly scheduled, temporary, non-medical care of a Regional Center consumer.

“Respite Worker” for the purpose of respite, is the employee used to perform respite services.

Terms of Service

Cordova Consulting and parent will jointly hire and terminate employment of respite workers. Cordova consulting will pay and maintain employment records on behalf of the consumer for respite service only. Parent will manage the day to day activity and hours worked of the respite worker. Respite service is the temporary or regularly scheduled, non-medical care of a Regional Center Consumer. It is not- tutoring, housekeeping, or any other personal services. Trips to a movie theater, grocery store, going out for meals, respite worker errands are some examples of Community-Based excursions that are not allowed under respite services. Any excursions from the home or duties performed outside of the scope of respite to which the parent has instructed the employee to perform and the employee agrees to perform become non-respite, domestic jobs. Domestic job rate of pay, terms of employment, and payment to the employee become the sole responsibility of the parent. Any excursions from the home or activities performed outside of the scope of respite performed by the respite worker without direct consent of the parent or Cordova Consulting is immediate grounds for termination of employment.

Hiring Respite Service Provider

Cordova Consulting will provide consumer's parent with employment applications upon request of the parent. The consumer's parent will distribute the application to potential employees or instruct the employee to go to our office to obtain, fill out, and return the employment application. Consumer's parent will individually train each new respite worker prior to their first day of service with regards to their consumer's specific needs. Cordova Consulting will have the respite worker fill out and verify all required documents before the respite service is paid to that employee.

Background Checks

Cordova Consulting reserves the right to conduct background checks prior to and during your employment which will include but is not limited to fingerprint criminal, civil, and or the ability to work in the United States. Cordova Consulting may share the background check results with the consumer in determining employment or continued employment with Cordova Consulting to the fullest extent of the law.

Drug Testing and Zero Tolerance Policy

Cordova Consulting reserves the right to conduct random drug and alcohol testing as well as targeted drug and alcohol testing when reasonable suspicion is present or at the request of the consumer or parent. Drug and alcohol testing may be required upon any serious incident while on the job to which consumer and or employee has been injured.

Drug and or alcohol use while on the job is strictly prohibited. We hold a zero tolerance policy with regards to drug and alcohol use while on the job. Termination will be immediate and authorities may be called to report such use and endangerment of the consumer to the extent that the law requires us to report such abuses.

Training Respite Service Provider

Cordova Consulting will encourage but not require additional training unless stipulated by the client, Regional Center and/or government agencies. Cordova Consulting will provide opportunities to take or renew their First Aid/CPR AED card through our classes at a shared expense, employee will purchase the required book Cordova Consulting will provide and pay for the instruction. Employee is allowed to obtain their First Aid/CPR AED card outside of our program but will not be reimbursed for such expense and any outside course must be "Hands On Training" no Internet classes are accepted. Employee agrees to obtain or renew their First Aid/CPR AED card within 30 days of expiration for face termination of employment until the card is renewed.

Paying Respite Service Provider

Starting wage is currently minimum wage. Wage increases are subject to availability of funds, employee performance, not guaranteed and have no regularly scheduled timeframes. Employment as a respite worker is part-time has no guaranteed benefits and has no guarantee of hours or continued employment. Employment is subject to the continued request of the parent to use services by the employee.

There is no overtime authorized and an employee is only allowed to work a maximum of 40 hours per Sunday - Saturday week. Any work performed beyond the stated maximums is the responsibility of the consumer's parent to be paid as caretaker. When the consumer is authorized beyond 40 hours per week then the consumer must have in place the necessary staff to accommodate those hours without exceeding the maximum hours per employee. Consumers may make special arrangements with Cordova Consulting to authorize the use of overtime on an event by event basis.

Cordova Consulting pay period is monthly. Payments are issued between the 1st and the 5th of each month. Checks will be held for pick-up or distributed via direct deposit. Employees picking up their check must present their ID to receive their check.

Cordova Consulting is not required to mail the employee a paycheck. If we need you to come into the office you will receive a call or email to that effect. If employee is picking up their check their identification must be presented to receive the check. If an employee is sending someone else to pick up their check, a hand written note stating, "Date, I (employees first and last name) give permission for (authorized persons first and last name) to pick up my check. Employees signature"

If the employee has lost their check multiple times or has multiple uncashed checks disciplinary action can/will be taken.

Employees are required to use the EVV Compliance website app to record their hours in real-time as they are worked. Errors on logged-in Shifts may be corrected using the Time Sheet tab. If a shift is worked but not logged-in, the employee must call the office as soon as possible to obtaining assistance in recording the shift.

Employees will receive a per diem of \$1.00 per hour, up to \$40.00 per month for using the EVV Compliance app. Any hours called into the office will forfeit the per diem.

Any hours corrected at the office and turned in after the 4th of the month will be processed and paid until the 1st of the next month. Payment of late hours is subject to the ability of Cordova Consulting to invoice the hours back to Regional Center. In the event that Cordova Consulting cannot invoice the hours submitted, the parent is responsible to pay for work performed as care taking not respite. Any unauthorized hours on the time sheet including any hours over 40 hours per week that are not paid by Cordova will be the responsibility of the parent to pay as care taking not respite, unless other arrangements have been made prior to the work being performed.

Office hours are 9:00am through 5:00pm Monday through Friday except holidays. In the event that a payday falls on Saturday or a holiday, Cordova Consulting will issue checks on the previous business day for pickups only, and on the next business day for mailed checks. In the event that a payday falls on Sunday Cordova Consulting will issue checks on the next business day.

Amendment to payroll policy

Cordova Consulting encourages employees to enroll in direct deposit. Otherwise employees will need to come into the office to pick up their check. For the purpose of facilitating check pick up for the first 5 business days (Monday-Friday) of the month the office will have extended office hours, the office will remain open until 6:00 pm for picking up paychecks only. Effective March 1st 2024 all payments for authorized hours will be processed by the 5th business day of the month. Any shift corrections after the 4th business day of the month will be paid the following month. Any unauthorized hours will be paid the next available payroll period after Regional Center authorizes those hours.

Benefits

Sick Leave

Qualification

An employee qualifies for paid sick leave by working for an employer on or after July 1, 2015, for at least 30 days within a year in California and by satisfying a 90 day employment period (which works like a probationary period) before an employee can actually take any sick leave.

Accruing Sick Leave

A qualifying employee begins to accrue paid sick leave beginning on July 1, 2015, or if hired after that date on the first day of employment. An employee is entitled to use (take) paid sick leave only after meeting the qualifications for paid sick leave, and accruing enough paid sick leave time to use for one of the stated purposes of the law.

Starting January 1, 2024, employees will **earn** at least one hour of paid sick leave for every 30 hours worked up to 40 hours in one calendar year. Earned sick pay can be rolled over to the next calendar year only, and total sick pay earned cannot exceed 80 hours for both years.

Sick Leave Anniversary Date

Because paid sick leave accrues beginning on July 1, 2015 or on the first day of employment if hired after July 1, 2015, the 12-month period will vary by hire date for those employees hired after July 1, 2015. Therefore, the measurement will be tracked on a 12 month basis, based on the employee's anniversary date of hire, or on a date determined by the employer. The law does not allow for pro-ration of sick leave.

Claiming Sick Leave

You can take paid sick leave for you or a family member for preventive care or care of an existing health condition or for specified purposes if you are a victim of domestic violence, sexual assault or stalking. Family members include the employee's parent, child, spouse, registered domestic partner, grandparent, grandchild, and sibling. Preventive care would include annual physicals or flu shots. Identify sick leave

time in the app by choosing “Sick” in the service type and completing the process on the app. You will be paid up to the amount requested or accrued whichever is less and you will be paid at your base wage rate, watching one consumer.

Early Paycheck:

We will start processing payment for completed and authorized December hours on December 26th for all those who want to receive their checks in time for new year’s. Otherwise we will issue checks as usual in January for December hours.

Respite Service Provider and Consumers Privacy Rights

Respite worker will at no time communicate with any individual the disability, medical history, services, medications, treatments being rendered to the consumer except when necessary to maintain the health and wellness of the consumer. Violation of the consumer's privacy can result in immediate termination of employment.

Consumers Protection Policy

Regional Center Zero Tolerance Policy: Anyone seeing abuse of their consumer is required to notify us immediately at 562-946-4959. If you get an answering machine leave your name, the consumer's name, date and time of the abuse and your phone number.

Accounting/Billing/Office Hours

Cordova Consulting is on a cash accounting system beginning January 1st and ending December 31st. Cordova Consulting will pay salaried employees on a monthly basis on or before the 5th business day of every month. Cordova Consulting will pay hourly employees on or before the 5th business day of every month for hours clocked in and hours authorized. Employees are required to use the EVV Compliance application to log their hours in real time as they are worked.

Administrative hours, Monday through Friday, are 9:00am to 5:00pm. Contact phone numbers are 562-946-4959 office, English after hours 562-716-1305 cell phone and Spanish after hours 562-201-6180 cell phone. Calling cell phones after hours is for emergency consultation and information purposes only, we cannot help you resolve specific administrative issues after hours.

Injury and Illness Prevention Plan

Cordova Consulting provides respite service in the consumers' home. In order to prevent injury or illness to our employees we ask that employees are trained by the parents with the consumer's needs in mind. As co-employer it is the parent's responsibility to provide a safe working environment in their home.

Respite workers should inquire about the general health of the consumer and take reasonable steps to prevent the contraction of any communicable disease including but not limited to washing hands frequently, and not sharing food or food serving utensils including but not limited to plates, forks, spoons, knives, cups or glasses.

Prior to each shift inspect your work environment and correct any potential hazards such as removal of broken glass, cluttered spaces, or other obvious hazards that can result in cuts, falls, sprains, trips.....

Illness due to heat is probably the biggest threat to our employees. If the outdoor temperature exceed 95° Fahrenheit it is generally accepted that the outdoor condition is unsafe. In this circumstance avoid prolonged exposure to direct sunlight, less than 15 minutes. Use protective sun screen on exposed skin and drink plenty of fluids especially water if outdoors. Try to stay indoors in a well ventilated area and if possible temperature controlled environments.

In the unlikely event that an injury or illness occurs while working please contact the parents of the consumer and Gloria or Joseph McNeil at our main office within 24 hours of the injury or illness or as soon as reasonable possible. Fill out and turn in to our office an incident report so we can document the event and train or develop policy to prevent re-occurrence of the event in your work place as well as others.

Respite work is the non-medical supervision of the consumer. With this in mind respite worker cannot provide any service or activity that takes away from the direct supervision of the consumer. Respite workers cannot cook, clean, wash, lift, or provide any service other than accompaniment and supervision. If you comply with these procedures we are confident that you will have a safe working environment.

Incident Reporting

Cordova Consulting complies with all of Cal-OSHA standards and practices and will use the “Vendor Special Incident Report” form provided by Regional Center to document incidents. Employees are required to report verbally to the Administrator or Director at the earliest opportunity in the event of a record-able incident. The Administrator or Director will notify Regional Center and other authorities as required, verbally within 24 hours and written within 48 hours.

In the event an emergency occurs the respite worker will follow the written procedures posted at the worksite. These procedures include but may not be limited to...

1. Assess the severity of emergency.
2. If a medical emergency call 911. DO NOT TRANSPORT CLIENT IN YOUR PERSONAL VEHICLE. Call 911.
 - a. Call 911 for emergency services.
 - b. Call parents, family member or authorized consumers representative at _____
 - c. Call office at , **562-946-4959**,
or after hours 562-716-1305, 562-201-6180.
 - d. Call client’s service coordinator at _____
 - e. Fill out injury report.
3. If in-home first aid is required inform parents as marked below and make notes on your time sheet including date, time and description of incident.
 - [] Call parents at _____
 - [] Inform parents when they return home.

EMERGENCY PROCEDURES

- 1) Assess the severity of emergency.
- 2) If a medical emergency call 911. DO NOT TRANSPORT CLIENT IN YOUR PERSONAL VEHICLE. Call 911.
 - a) Call 911 for emergency services.
 - b) Call parents/guardian, family member or authorized consumers representative at _____
 - c) Call office at , **562-946-4959**,
or after hours 562-716-1305, 562-201-6180.
 - d) Call client's service coordinator at _____
 - e) Fill out injury report.
- 3) If in-home first aid is required inform parents as marked below and make notes on your time sheet including date, time and description of incident.
 - (a) [] Call parents at _____
 - (b) [] Inform parents when they return home.

EMERGENCY

AMBULANCE: 911

FIRE — RESCUE: 911

HOSPITAL: 911

PHYSICIAN: _____

ALTERNATE: _____

POLICE: 911

CAL/OSHA: (714) 558-4300

Posting is required by Title 8 Section 1512 (e), California Code of Regulations



March 1990
S-500

State of California
Department of Industrial Relations
Cal/OSHA Publications
P.O. Box 420603
San Francisco, CA 94142-0603

Time Off to Vote

(a) If a voter does not have sufficient time outside of working hours to vote at a statewide election, the voter may, without loss of pay, take off enough working time that, when added to the voting time available outside of working hours, will enable the voter to vote.

(b) No more than two hours of the time taken off for voting shall be without loss of pay. The time off for voting shall be only at the beginning or end of the regular working shift, whichever allows the most free-time for voting and the least time off from the regular working shift, unless otherwise mutually agreed.

(c) If the employee on the third working day prior to the day of election, knows or has reason to believe that time off will be necessary to be able to vote on election day, the employee shall give the employer at least two working days' notice that time off for voting is desired, in accordance with this section.

| | |
|--|--------------------------|
| State of California Department of Industrial Relations Division of Labor Standards Enforcement | |
| PAYDAY NOTICE | |
| REGULAR PAYDAYS FOR EMPLOYEES OF | Cordova Consulting |
| | (FIRM NAME) |
| Respite Services | SHALL BE AS FOLLOWS: |
| Once monthly for authorized hours work in the previous month. Our official pay day is the 1 the of the month. Checks may be printed and distributed between the 1st and 5th of each month. | |
| THIS IS IN ACCORDANCE WITH SECTIONS 204, 204A, 204B, 205, AND 205.5 OF THE CALIFORNIA LABOR CODE | |
| BY | Gloria and Joseph McNeil |
| TITLE | Directors |
| DLSE 8 (REV. 06-02) | PLEASE POST |

NOTICE TO EMPLOYEES UNEMPLOYMENT INSURANCE BENEFITS

This employer is registered under the California Unemployment Insurance Code and is reporting wage credits to the Employment Development Department (EDD) that are being accumulated for you to be used as a basis for Unemployment Insurance benefits.

You may be eligible to receive Unemployment Insurance benefits if you are:

- Unemployed or working less than full-time.
and
- Out of work due to no fault of your own and physically able to work, ready to accept work, and looking for work.

Employees of Educational Institutions:

Unemployment Insurance benefits based on wages earned while employed by a public or nonprofit educational institution may not be paid during a school recess period if the employee has reasonable assurance of returning to work at the end of the recess period (California Unemployment Insurance Code section 1253.3). Benefits based on other covered employment may be payable during recess periods if the unemployed individual is in all other respects eligible, and the wages earned in other covered employment are sufficient to establish an Unemployment Insurance claim after excluding wages earned from a public or nonprofit educational institution(s).

Note: Some employees may be exempt from Unemployment and Disability Insurance coverage.

The fastest way to file for Unemployment Insurance (UI) is with UI Online at www.edd.ca.gov/UI_Online.

You may also file for Unemployment Insurance by calling toll-free from anywhere in the U.S. at:

| | | | |
|-----------|----------------|------------|----------------|
| English | 1-800-300-5616 | Mandarin | 1-866-303-0706 |
| Spanish | 1-800-326-8937 | Vietnamese | 1-800-547-2058 |
| Cantonese | 1-800-547-3506 | TTY | 1-800-815-9387 |

Note: Waiting to file a claim could delay benefits.

EDD representatives are available Monday through Friday between 8 a.m. and 12 noon (Pacific Time).

OFFICIAL NOTICE



Amends General Minimum Wage Order and IWC Industry and Occupation Orders

California Minimum Wage

MW-2024

Every employer, regardless of the number of employees, shall pay to each employee wages not less than the following:

| |
|---|
| Effective January 1, 2024 Minimum Wage: \$16.00 per hour *See Sec. 2 below |
| Effective January 1, 2023 Minimum Wage: \$15.50 per hour |

PREVIOUS YEARS

| EFFECTIVE DATE | Employers with 25 or Fewer Employees* | Employers with 26 or More Employees * |
|-----------------|---------------------------------------|---------------------------------------|
| January 1, 2022 | \$14.00 | \$15.00 |
| January 1, 2021 | \$13.00 | \$14.00 |

*Employees treated as employed by a single qualified taxpayer pursuant to Revenue and Taxation Code section 23626 are treated as employees of that single taxpayer. To employers and representatives of persons working in industries and occupations in the State of California:

SUMMARY OF ACTIONS

TAKE NOTICE that on April 4, 2016, the Governor of California signed legislation passed by the California Legislature, raising the minimum wage for all industries. (SB 3, Stats. of 2016, amending section 1182.12. of the California Labor Code.) and, in 2023, raised the minimum wage payable by certain Fast Food Restaurant employers (AB 1228, Stats. 2023) and Healthcare Facility employers (SB 525, Stats. 2023). Pursuant to its authority under Labor Code section 1182.13, the Department of Industrial Relations amends and republishes Sections 2, 3, and 5 of the General Minimum Wage Order, MW-2024. Section 1, Applicability, and Section 4, Separability, have not been changed. Consistent with these enactments, amendments are made to the minimum wage, and the meals and lodging credits sections of all of the IWC's industry and occupation orders.

This summary must be made available to employees in accordance with the IWC's wage orders. Copies of the full text of the amended wage orders may be obtained by downloading online at <https://www.dir.ca.gov/iwc/WageOrderIndustries.htm> or by contacting your local Division of Labor Standards Enforcement office.

1. APPLICABILITY

The provisions of this Order shall not apply to outside salespersons and individuals who are the parent, spouse, or children of the employer previously contained in this Order and the IWC's industry and occupation orders. Exceptions and modifications provided by statute or in Section 1, Applicability, and in other sections of the IWC's industry and occupation orders may be used where such provisions are enforceable and applicable to the employer.

2. MINIMUM WAGES

Every employer shall pay to each employee wages not less than those stated above, on each effective date, per hour for all hours worked, except the following who shall pay no less than the specified minimum wage to each employee: Fast Food Restaurant employers under Part 4.5.5, of Division 2 of the Labor Code (commencing with Labor Code section 1474), effective April 1, 2024; and Healthcare Facility employers under Labor Code section 1182.14, effective June 1, 2024. Note: A supplement to this order is forthcoming.

3. MEALS AND LODGING CREDITS - TABLE

When credit for meals or lodging is used to meet part of the employer's minimum wage obligation, the amounts so credited pursuant to a voluntary written agreement may not be more than the following:

| EFFECTIVE: | JANUARY 1, 2021 | | JANUARY 1, 2022 | | JANUARY 1, 2023 | January 1, 2024 |
|---|----------------------|-----------------------|----------------------|-----------------------|---|---|
| | 26 or More Employees | 25 or Fewer Employees | 26 or More Employees | 25 or Fewer Employees | All Employers regardless of number of Employees | All Employers regardless of number of Employees |
| For an employer who employs: | | | | | | |
| LODGING | | | | | | |
| Room occupied alone | \$65.83 /week | \$61.13 /week | \$70.53 /week | \$65.83 /week | \$72.88 /week | \$75.23 /week |
| Room shared | \$54.34 /week | \$50.46 /week | \$58.22 /week | \$54.34 /week | \$60.16 /week | \$62.10 /week |
| Apartment – two thirds (2/3) of the ordinary rental value, and in no event more than: | \$790.67 /month | \$734.21 /month | \$847.12 /month | \$790.67 /month | \$875.33 /month | \$903.60 /month |
| Where a couple are both employed by the employer, two thirds (2/3) of the ordinary rental value, and in no event more than: | \$1,169.59 /month | \$1,086.07 /month | \$1,253.10 /month | \$1,169.59 /month | \$1,294.83 /month | \$1,336.65 /month |
| Breakfast | \$5.06 | \$4.70 | \$5.42 | \$5.06 | \$5.60 | \$5.78 |
| Lunch | \$6.97 | \$6.47 | \$7.47 | \$6.97 | \$7.72 | \$7.97 |
| Dinner | \$9.35 | \$8.68 | \$10.02 | \$9.35 | \$10.35 | \$10.68 |

Meals or lodging may not be credited against the minimum wage without a voluntary written agreement between the employer and the employee. When credit for meals or lodging is used to meet part of the employer's minimum wage obligation, the amounts so credited may not be more than the amounts stated in the table above.

4. SEPARABILITY

If the application of any provision of this Order, or any section, subsection, subdivision, sentence, clause, phrase, word or portion of this Order should be held invalid, unconstitutional, unauthorized, or prohibited by statute, the remaining provisions thereof shall not be affected thereby, but shall continue to be given full force and effect as if the part so held invalid or unconstitutional had not been included herein.

5. AMENDED PROVISIONS

This Order amends the minimum wage and meals and lodging credits in MW-2023, as well as in the IWC's industry and occupation orders. (See Orders 1-15, Secs. 4 and 10; and Order 16, Secs. 4 and 9.) This Order makes no other changes to the IWC's industry and occupation orders.

These Amendments to the Wage Orders shall be in effect as of January 1, 2024.

Questions about enforcement should be directed to the Labor Commissioner's Office. For the address and telephone number of the office nearest you, information can be found on the internet at www.dir.ca.gov/DLSE/dlse.html or under a search for "California Labor Commissioner's Office" on the internet or any other directory. The Labor Commissioner has offices in the following cities: Bakersfield, El Centro, Fresno, Long Beach, Los Angeles, Oakland, Redding, Sacramento, Salinas, San Bernardino, San Diego, San Francisco, San Jose, Santa Ana, Santa Barbara, Santa Rosa, Stockton, and Van Nuys.

EMPLOYEE RIGHTS UNDER THE FAIR LABOR STANDARDS ACT

FEDERAL MINIMUM WAGE

\$7.25

 PER HOUR

BEGINNING JULY 24, 2009

The law requires employers to display this poster where employees can readily see it.

OVERTIME PAY

At least 1½ times the regular rate of pay for all hours worked over 40 in a workweek.

CHILD LABOR

An employee must be at least 16 years old to work in most non-farm jobs and at least 18 to work in non-farm jobs declared hazardous by the Secretary of Labor. Youths 14 and 15 years old may work outside school hours in various non-manufacturing, non-mining, non-hazardous jobs with certain work hours restrictions. Different rules apply in agricultural employment.

TIP CREDIT

Employers of “tipped employees” who meet certain conditions may claim a partial wage credit based on tips received by their employees. Employers must pay tipped employees a cash wage of at least \$2.13 per hour if they claim a tip credit against their minimum wage obligation. If an employee’s tips combined with the employer’s cash wage of at least \$2.13 per hour do not equal the minimum hourly wage, the employer must make up the difference.

PUMP AT WORK

The FLSA requires employers to provide reasonable break time for a nursing employee to express breast milk for their nursing child for one year after the child’s birth each time the employee needs to express breast milk. Employers must provide a place, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public, which may be used by the employee to express breast milk.

ENFORCEMENT

The Department has authority to recover back wages and an equal amount in liquidated damages in instances of minimum wage, overtime, and other violations. The Department may litigate and/or recommend criminal prosecution. Employers may be assessed civil money penalties for each willful or repeated violation of the minimum wage or overtime pay provisions of the law. Civil money penalties may also be assessed for violations of the FLSA’s child labor provisions. Heightened civil money penalties may be assessed for each child labor violation that results in the death or serious injury of any minor employee, and such assessments may be doubled when the violations are determined to be willful or repeated. The law also prohibits retaliating against or discharging workers who file a complaint or participate in any proceeding under the FLSA.

ADDITIONAL INFORMATION

- Certain occupations and establishments are exempt from the minimum wage, and/or overtime pay provisions. Certain narrow exemptions also apply to the pump at work requirements.
- Special provisions apply to workers in American Samoa, the Commonwealth of the Northern Mariana Islands, and the Commonwealth of Puerto Rico.
- Some state laws provide greater employee protections; employers must comply with both.
- Some employers incorrectly classify workers as “independent contractors” when they are actually employees under the FLSA. It is important to know the difference between the two because employees (unless exempt) are entitled to the FLSA’s minimum wage and overtime pay protections and correctly classified independent contractors are not.
- Certain full-time students, student learners, apprentices, and workers with disabilities may be paid less than the minimum wage under special certificates issued by the Department of Labor.



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

1-866-487-9243
www.dol.gov/agencies/whd



Your Employee Rights Under the Family and Medical Leave Act

What is FMLA leave?

The Family and Medical Leave Act (FMLA) is a federal law that provides eligible employees with **job-protected leave** for qualifying family and medical reasons. The U.S. Department of Labor's Wage and Hour Division (WHD) enforces the FMLA for most employees.

Eligible employees can take **up to 12 workweeks** of FMLA leave in a 12-month period for:

- The birth, adoption or foster placement of a child with you,
- Your serious mental or physical health condition that makes you unable to work,
- To care for your spouse, child or parent with a serious mental or physical health condition, and
- Certain qualifying reasons related to the foreign deployment of your spouse, child or parent who is a military servicemember.

An eligible employee who is the spouse, child, parent or next of kin of a covered servicemember with a serious injury or illness **may take up to 26 workweeks** of FMLA leave in a single 12-month period to care for the servicemember.

You have the right to use FMLA leave in **one block of time**. When it is medically necessary or otherwise permitted, you may take FMLA leave **intermittently in separate blocks of time, or on a reduced schedule** by working less hours each day or week. Read Fact Sheet #28M(c) for more information.

FMLA leave is **not paid leave**, but you may choose, or be required by your employer, to use any employer-provided paid leave if your employer's paid leave policy covers the reason for which you need FMLA leave.

Am I eligible to take FMLA leave?

You are an **eligible employee** if **all** of the following apply:

- You work for a covered employer,
- You have worked for your employer at least 12 months,
- You have at least 1,250 hours of service for your employer during the 12 months before your leave, and
- Your employer has at least 50 employees within 75 miles of your work location.

Airline flight crew employees have different "hours of service" requirements.

You work for a **covered employer** if **one** of the following applies:

- You work for a private employer that had at least 50 employees during at least 20 workweeks in the current or previous calendar year,
- You work for an elementary or public or private secondary school, or
- You work for a public agency, such as a local, state or federal government agency. Most federal employees are covered by Title II of the FMLA, administered by the Office of Personnel Management.

How do I request FMLA leave?

Generally, **to request FMLA leave you must:**

- Follow your employer's normal policies for requesting leave,
- Give notice at least 30 days before your need for FMLA leave, or
- If advance notice is not possible, give notice as soon as possible.

You **do not have to share a medical diagnosis** but must provide enough information to your employer so they can determine whether the leave qualifies for FMLA protection. You **must also inform your employer if FMLA leave was previously taken** or approved for the same reason when requesting additional leave.

Your **employer may request certification** from a health care provider to verify medical leave and may request certification of a qualifying exigency.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

State employees may be subject to certain limitations in pursuit of direct lawsuits regarding leave for their own serious health conditions. Most federal and certain congressional employees are also covered by the law but are subject to the jurisdiction of the U.S. Office of Personnel Management or Congress.

What does my employer need to do?

If you are eligible for FMLA leave, your **employer must:**

- Allow you to take job-protected time off work for a qualifying reason,
- Continue your group health plan coverage while you are on leave on the same basis as if you had not taken leave, and
- Allow you to return to the same job, or a virtually identical job with the same pay, benefits and other working conditions, including shift and location, at the end of your leave.

Your **employer cannot interfere with your FMLA rights** or threaten or punish you for exercising your rights under the law. For example, your employer cannot retaliate against you for requesting FMLA leave or cooperating with a WHD investigation.

After becoming aware that your need for leave is for a reason that may qualify under the FMLA, your **employer must confirm whether you are eligible** or not eligible for FMLA leave. If your employer determines that you are eligible, your **employer must notify you in writing:**

- About your FMLA rights and responsibilities, and
- How much of your requested leave, if any, will be FMLA-protected leave.

Where can I find more information?

Call **1-866-487-9243** or visit [dol.gov/fmla](https://www.dol.gov/fmla) to learn more.

If you believe your rights under the FMLA have been violated, you may file a complaint with WHD or file a private lawsuit against your employer in court. **Scan the QR code to learn about our WHD complaint process.**



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

SCAN ME



EMPLOYEE RIGHTS

EMPLOYEE POLYGRAPH PROTECTION ACT

The Employee Polygraph Protection Act prohibits most private employers from using lie detector tests either for pre-employment screening or during the course of employment.

PROHIBITIONS Employers are generally prohibited from requiring or requesting any employee or job applicant to take a lie detector test, and from discharging, disciplining, or discriminating against an employee or prospective employee for refusing to take a test or for exercising other rights under the Act.

EXEMPTIONS Federal, State and local governments are not affected by the law. Also, the law does not apply to tests given by the Federal Government to certain private individuals engaged in national security-related activities.

The Act permits polygraph (a kind of lie detector) tests to be administered in the private sector, subject to restrictions, to certain prospective employees of security service firms (armored car, alarm, and guard), and of pharmaceutical manufacturers, distributors and dispensers.

The Act also permits polygraph testing, subject to restrictions, of certain employees of private firms who are reasonably suspected of involvement in a workplace incident (theft, embezzlement, etc.) that resulted in economic loss to the employer.

The law does not preempt any provision of any State or local law or any collective bargaining agreement which is more restrictive with respect to lie detector tests.

EXAMINEE RIGHTS Where polygraph tests are permitted, they are subject to numerous strict standards concerning the conduct and length of the test. Examinees have a number of specific rights, including the right to a written notice before testing, the right to refuse or discontinue a test, and the right not to have test results disclosed to unauthorized persons.

ENFORCEMENT The Secretary of Labor may bring court actions to restrain violations and assess civil penalties against violators. Employees or job applicants may also bring their own court actions.

THE LAW REQUIRES EMPLOYERS TO DISPLAY THIS POSTER WHERE EMPLOYEES AND JOB APPLICANTS CAN READILY SEE IT.



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

1-866-487-9243
www.dol.gov/agencies/whd





Civil Rights
Department
STATE OF CALIFORNIA

CALIFORNIA LAW PROHIBITS WORKPLACE **DISCRIMINATION & HARASSMENT**

The California Civil Rights Department (CRD) enforces laws that protect you from illegal discrimination and harassment in employment based on your actual or perceived:

- **ANCESTRY**
- **AGE** (40 and above)
- **COLOR**
- **DISABILITY** (physical, developmental, mental health/psychiatric, HIV and AIDS)
- **GENETIC INFORMATION**
- **GENDER EXPRESSION**
- **GENDER IDENTITY**
- **MARITAL STATUS**
- **MEDICAL CONDITION** (genetic characteristics, cancer, or a record or history of cancer)
- **MILITARY OR VETERAN STATUS**
- **NATIONAL ORIGIN** (includes language restrictions and possession of a driver's license issued to undocumented immigrants)
- **RACE** (includes hair texture and hairstyles)
- **RELIGION** (includes religious dress and grooming practices)
- **REPRODUCTIVE HEALTH DECISIONMAKING**
- **SEX/GENDER** (includes pregnancy, childbirth, breastfeeding and/or related medical conditions)
- **SEXUAL ORIENTATION**

CALIFORNIA LAW PROHIBITS WORKPLACE DISCRIMINATION & HARASSMENT



Civil Rights
Department
STATE OF CALIFORNIA

THE CALIFORNIA FAIR EMPLOYMENT AND HOUSING ACT AND ITS IMPLEMENTING REGULATIONS PROTECT CIVIL RIGHTS AT WORK.

HARASSMENT

1. The law prohibits harassment of employees, applicants, unpaid interns, volunteers, and independent contractors by any person. This includes a prohibition against harassment based on any characteristic listed above, such as sexual harassment, gender harassment, and harassment based on pregnancy, childbirth, breastfeeding, and/or related medical conditions.
2. All employers are required to take reasonable steps to prevent all forms of harassment, as well as provide information to each of their employees on the nature, illegality, and legal remedies that apply to sexual harassment.
3. Employers with five or more employees and public employers must train their employees regarding the prevention of sexual harassment, including harassment based on gender identity, gender expression, and sexual orientation.

DISCRIMINATION/REASONABLE ACCOMMODATIONS

1. California law prohibits employers with five or more employees and public employers from discriminating based on any protected characteristic listed above when making decisions about hiring, promotion, pay, benefits, terms of employment, layoffs, and other aspects of employment.
2. Employers cannot limit or prohibit the use of any language in any workplace unless justified by business necessity. The employer must notify employees of the language restriction and consequences for violation.
3. Employers cannot discriminate against an applicant or employee because they possess a California driver's license or ID issued to an undocumented person.
4. Employers must reasonably accommodate the religious beliefs and practices of an employee, unpaid intern, or job applicant, including the wearing or carrying of religious clothing, jewelry or artifacts, and hairstyles, facial hair, or body hair, which are part of an individual's observance of their religious beliefs.
5. Employers must reasonably accommodate an employee or job applicant with a disability to enable them to perform the essential functions of a job.

ADDITIONAL PROTECTIONS

California law offers additional protections to those who work for employers with five or more employees. Some exceptions may apply. These additional protections include:

1. Specific protections and hiring procedures for people with criminal histories who are looking for employment
2. Protections against discrimination based on an employee or job applicant's use of cannabis off the job and away from the workplace

3. Up to 12 weeks of job-protected leave to eligible employees to care for themselves, a family member (child of any age, spouse, domestic partner, parent, parent-in-law, grandparent, grandchild, sibling) or a designated person (with blood or family-like relationship to employee); to bond with a new child; or for certain military exigencies
4. Up to five days of job-protected bereavement leave within three months of the death of a family member (child, spouse, parent, sibling, grandparent, grandchild, domestic partner, or parent-in-law)
5. Up to four months of job-protected leave to employees disabled because of pregnancy, childbirth, or a related medical condition, as well as the right to reasonable accommodations, on the advice of their health care provider, related to their pregnancy, childbirth, or a related medical condition
6. Up to five days of job-protected leave following a reproductive loss event (failed adoption, failed surrogacy, miscarriage, stillbirth, or unsuccessful assisted reproduction)
7. Protections against retaliation when a person opposes, reports, or assists another person to oppose unlawful discrimination, including filing an internal complaint or a complaint with CRD

REMEDIES/FILING A COMPLAINT

1. The law provides remedies for individuals who experience prohibited discrimination, harassment, or retaliation in the workplace. These remedies can include hiring, front pay, back pay, promotion, reinstatement, cease-and-desist orders, expert witness fees, reasonable attorney's fees and costs, punitive damages, and emotional distress damages.
2. If you believe you have experienced discrimination, harassment, or retaliation, you may file a complaint with CRD. Independent contractors and volunteers: If you believe you have been harassed, you may file a complaint with CRD.
3. Complaints must be filed within three years of the last act of discrimination/harassment/retaliation. For those who are under the age of 18, complaints must be filed within three years after the last act of discrimination/harassment/retaliation or one year after their eighteenth birthday, whichever is later.

If you have been subjected to discrimination, harassment, or retaliation at work, file a complaint with the Civil Rights Department (CRD).

TO FILE A COMPLAINT

Civil Rights Department
calcivilrights.ca.gov/complaintprocess
Toll Free: 800.884.1684 / TTY: 800.700.2320
California Relay Service (711)

Have a disability that requires a reasonable accommodation?
CRD can assist you with your complaint.

The Fair Employment and Housing Act is codified at Government Code sections 12900-12999. The regulations implementing the Act are at Code of Regulations, title 2, division 4.1

Government Code section 12950 and California Code of Regulations, title 2, section 11023, require all employers to post this document. It must be conspicuously posted in hiring offices, on employee bulletin boards, in employment agency waiting rooms, union halls, and other places employees gather. Any employer whose workforce at any facility or establishment consists of more than 10% of non-English speaking persons must also post this notice in the appropriate language or languages.

Equal Employment Opportunity is **THE LAW**

Private Employers, State and Local Governments, Educational Institutions, Employment Agencies and Labor Organizations

Applicants to and employees of most private employers, state and local governments, educational institutions, employment agencies and labor organizations are protected under Federal law from discrimination on the following bases:

RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN

Title VII of the Civil Rights Act of 1964, as amended, protects applicants and employees from discrimination in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment, on the basis of race, color, religion, sex (including pregnancy), or national origin. Religious discrimination includes failing to reasonably accommodate an employee's religious practices where the accommodation does not impose undue hardship.

DISABILITY

Title I and Title V of the Americans with Disabilities Act of 1990, as amended, protect qualified individuals from discrimination on the basis of disability in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship.

AGE

The Age Discrimination in Employment Act of 1967, as amended, protects applicants and employees 40 years of age or older from discrimination based on age in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment.

SEX (WAGES)

In addition to sex discrimination prohibited by Title VII of the Civil Rights Act, as amended, the Equal Pay Act of 1963, as amended, prohibits sex discrimination in the payment of wages to women and men performing substantially equal work, in jobs that require equal skill, effort, and responsibility, under similar working conditions, in the same establishment.

GENETICS

Title II of the Genetic Information Nondiscrimination Act of 2008 protects applicants and employees from discrimination based on genetic information in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. GINA also restricts employers' acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees, or their family members; the manifestation of diseases or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, employees, or their family members.

RETALIATION

All of these Federal laws prohibit covered entities from retaliating against a person who files a charge of discrimination, participates in a discrimination proceeding, or otherwise opposes an unlawful employment practice.

WHAT TO DO IF YOU BELIEVE DISCRIMINATION HAS OCCURRED

There are strict time limits for filing charges of employment discrimination. To preserve the ability of EEOC to act on your behalf and to protect your right to file a private lawsuit, should you ultimately need to, you should contact EEOC promptly when discrimination is suspected:

The U.S. Equal Employment Opportunity Commission (EEOC), 1-800-669-4000 (toll-free) or 1-800-669-6820 (toll-free TTY number for individuals with hearing impairments). EEOC field office information is available at www.eeoc.gov or in most telephone directories in the U.S. Government or Federal Government section. Additional information about EEOC, including information about charge filing, is available at www.eeoc.gov.

Employers Holding Federal Contracts or Subcontracts

Applicants to and employees of companies with a Federal government contract or subcontract are protected under Federal law from discrimination on the following bases:

RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN

Executive Order 11246, as amended, prohibits job discrimination on the basis of race, color, religion, sex or national origin, and requires affirmative action to ensure equality of opportunity in all aspects of employment.

INDIVIDUALS WITH DISABILITIES

Section 503 of the Rehabilitation Act of 1973, as amended, protects qualified individuals from discrimination on the basis of disability in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship. Section 503 also requires that Federal contractors take affirmative action to employ and advance in employment qualified individuals with disabilities at all levels of employment, including the executive level.

DISABLED, RECENTLY SEPARATED, OTHER PROTECTED, AND ARMED FORCES SERVICE MEDAL VETERANS

The Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212, prohibits job discrimination and requires affirmative action to employ and advance in employment disabled veterans, recently separated veterans (within

three years of discharge or release from active duty), other protected veterans (veterans who served during a war or in a campaign or expedition for which a campaign badge has been authorized), and Armed Forces service medal veterans (veterans who, while on active duty, participated in a U.S. military operation for which an Armed Forces service medal was awarded).

RETALIATION

Retaliation is prohibited against a person who files a complaint of discrimination, participates in an OFCCP proceeding, or otherwise opposes discrimination under these Federal laws.

Any person who believes a contractor has violated its nondiscrimination or affirmative action obligations under the authorities above should contact immediately:

The Office of Federal Contract Compliance Programs (OFCCP), U.S. Department of Labor, 200 Constitution Avenue, N.W., Washington, D.C. 20210, 1-800-397-6251 (toll-free) or (202) 693-1337 (TTY). OFCCP may also be contacted by e-mail at OFCCP-Public@dol.gov, or by calling an OFCCP regional or district office, listed in most telephone directories under U.S. Government, Department of Labor.

Programs or Activities Receiving Federal Financial Assistance

RACE, COLOR, NATIONAL ORIGIN, SEX

In addition to the protections of Title VII of the Civil Rights Act of 1964, as amended, Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color or national origin in programs or activities receiving Federal financial assistance. Employment discrimination is covered by Title VI if the primary objective of the financial assistance is provision of employment, or where employment discrimination causes or may cause discrimination in providing services under such programs. Title IX of the Education Amendments of 1972 prohibits employment discrimination on the basis of sex in educational programs or activities which receive Federal financial assistance.

INDIVIDUALS WITH DISABILITIES

Section 504 of the Rehabilitation Act of 1973, as amended, prohibits employment discrimination on the basis of disability in any program or activity which receives Federal financial assistance. Discrimination is prohibited in all aspects of employment against persons with disabilities who, with or without reasonable accommodation, can perform the essential functions of the job.

If you believe you have been discriminated against in a program of any institution which receives Federal financial assistance, you should immediately contact the Federal agency providing such assistance.

FAMILY CARE & MEDICAL LEAVE & PREGNANCY DISABILITY LEAVE



Civil Rights
Department
STATE OF CALIFORNIA



Under California law, an employee may have the right to take job-protected leave to care for their own serious health condition or a family member with a serious health condition, or to bond with a new child (via birth, adoption, or foster care). California law also requires employers to provide job-protected leave and accommodations to employees who are disabled by pregnancy, childbirth, or a related medical condition.

Under the California Family Rights Act of 1993 (CFRA), many employees have the right to take job-protected leave, which is leave that will allow them to return to their job or a similar job after their leave ends. This leave may be up to 12 work weeks in a 12-month period for:

- the employee's own serious health condition;
- the serious health condition of a child, spouse, domestic partner, parent, parent-in-law, grandparent, grandchild, sibling, or someone else with a blood or family-like relationship with the employee ("designated person"); or
- the birth, adoption, or foster care placement of a child.

If an employee takes leave for their own or a family member's serious health condition, leave may be taken on an intermittent or reduced work schedule when medically necessary, among other circumstances.

Eligibility. To be eligible for CFRA leave, an employee must have more than 12 months of service with their employer, have worked at least 1,250 hours in the 12-month period before the date they want to begin their leave, and their employer must have five or more employees.

Pay and Benefits During Leave. While the law provides only unpaid leave, some employers pay their employees during CFRA leave. In addition, employees may choose (or employers may require) use of accrued paid leave while taking CFRA leave under certain circumstances. Employees on CFRA leave may also be eligible for benefits administered by the Employment Development Department.

Taking CFRA leave may impact certain employee benefits and seniority date. If employees want more information regarding eligibility for a leave and/or the impact of the leave on seniority and benefits, they should contact their employer.

Pregnancy Disability Leave. Even if an employee is not eligible for CFRA leave, if disabled by pregnancy, childbirth or a related medical condition, the employee is entitled to take a pregnancy disability leave of up to four months, depending on their period(s) of actual disability. If the employee is CFRA-eligible, they have certain rights to take *both* a pregnancy disability leave and a CFRA leave for reason of the birth of their child.

Reinstatement. Both CFRA leave and pregnancy disability leave contain a guarantee of reinstatement to the same position or, in certain instances, a comparable position at the end of the leave, subject to any defense allowed under the law.

Notice. For foreseeable events (such as the expected birth of a child or a planned medical treatment for the employee or of a family member), the employee must provide, if possible, at least 30 days' advance notice to their employer that they will be taking leave. For events that are unforeseeable, employees should notify their employers, at least verbally, as soon as they learn of the need for the leave. Failure to comply with these notice rules is grounds for, and may result in, deferral of the requested leave until the employee complies with this notice policy.

Certification. Employers may require certification from an employee's health care provider before allowing leave for pregnancy disability or for the employee's own serious health condition. Employers may also require certification from the health care provider of the employee's family member, including a designated person, who has a serious health condition, before granting leave to take care of that family member.

Want to learn more?

Visit: calcivilrights.ca.gov/family-medical-pregnancy-leave/

If you have been subjected to discrimination, harassment, or retaliation at work, or have been improperly denied protected leave, file a complaint with the Civil Rights Department (CRD).

TO FILE A COMPLAINT

Civil Rights Department

calcivilrights.ca.gov/complaintprocess
Toll Free: 800.884.1684 / TTY: 800.700.2320
California Relay Service (711)

Have a disability that requires a reasonable accommodation?
CRD can assist you with your complaint.

THIS POSTER MUST BE DISPLAYED WHERE EMPLOYEES CAN EASILY READ IT

(Poster may be printed on 8 ½" x 11" letter size paper)

**HEALTHY WORKPLACES/HEALTHY FAMILIES ACT:
CALIFORNIA PAID SICK LEAVE
(as amended effective 1/1/2024)****Entitlement:**

- An employee who, on or after July 1, 2015, works in California for 30 or more days within a year from the beginning of employment is entitled to paid sick leave.
- Paid sick leave accrues at the rate of one hour per every 30 hours worked, paid at the employee's regular wage rate. Accrual shall begin on the first day of employment or July 1, 2015, whichever is later. Accrued paid sick leave shall carry over to the following year of employment and may be capped at 80 hours or 10 days.
- An employer can also provide 5 days or 40 hours, whichever is greater, of paid sick leave "up-front" at the beginning of a 12-month period. No accrual or carry over is required.
- Other accrual plans that meet specified conditions, including PTO plans, may also satisfy the requirements.

Usage:

- An employee may use paid sick days beginning on the 90th day of employment.
- An employer shall provide paid sick days upon the oral or written request of an employee for themselves or a family member for the diagnosis, care or treatment of an existing health condition or preventive care, or specified purposes for an employee who is a victim of domestic violence, sexual assault, or stalking.
- An employer may limit the use of paid sick days to 40 hours or five days, whichever is greater, in each year of employment.

Retaliation or discrimination against an employee who requests paid sick days or uses paid sick days or both is prohibited. An employee can file a complaint with the Labor Commissioner against an employer who retaliates or discriminates against the employee.

For additional information you may contact your employer or the local office of the Labor Commissioner. Locate the office by looking at the list of offices on our website <http://www.dir.ca.gov/dlse/DistrictOffices.htm> using the [alphabetical listing of cities, locations, and communities](#). Staff is available in person and by telephone.



Notice to Employees--Injuries Caused By Work

You may be entitled to workers' compensation benefits if you are injured or become ill because of your job. Workers' compensation covers most work-related physical or mental injuries and illnesses. An injury or illness can be caused by one event (such as hurting your back in a fall) or by repeated exposures (such as hurting your wrist from doing the same motion over and over).

Benefits. Workers' compensation benefits include:

- **Medical Care:** Doctor visits, hospital services, physical therapy, lab tests, x-rays, medicines, medical equipment and travel costs that are reasonably necessary to treat your injury. You should never see a bill. There are limits on chiropractic, physical therapy and occupational therapy visits.
- **Temporary Disability (TD) Benefits:** Payments if you lose wages while recovering. For most injuries, TD benefits may not be paid for more than 104 weeks within five years from the date of injury.
- **Permanent Disability (PD) Benefits:** Payments if you do not recover completely and your injury causes a permanent loss of physical or mental function that a doctor can measure.
- **Supplemental Job Displacement Benefit:** A nontransferable voucher, if you are injured on or after 1/1/2004, your injury causes permanent disability, and your employer does not offer you regular, modified, or alternative work.
- **Death Benefits:** Paid to your dependents if you die from a work-related injury or illness.

Naming Your Own Physician Before Injury or Illness (Predesignation). You may be able to choose the doctor who will treat you for a job injury or illness. If eligible, you must tell your employer, in writing, the name and address of your personal physician or medical group *before* you are injured. You must obtain their agreement to treat you for your work injury. For instructions, see the written information about workers' compensation that your employer is required to give to new employees.

If You Get Hurt:

1. **Get Medical Care.** If you need emergency care, call 911 for help immediately from the hospital, ambulance, fire department or police department. If you need first aid, contact your employer.
2. **Report Your Injury.** Report the injury immediately to your supervisor or to an employer representative. Don't delay. There are time limits. If you wait too long, you may lose your right to benefits. Your employer is required to provide you with a claim form within one working day after learning about your injury. Within one working day after you file a claim form, your employer or claims administrator must authorize the provision of all treatment, up to ten thousand dollars, consistent with the applicable treatment guidelines, for your alleged injury until the claim is accepted or rejected.
3. **See Your Primary Treating Physician (PTP).** This is the doctor with overall responsibility for treating your injury or illness.
 - If you predesignated your personal physician or a medical group, you may see your personal physician or the medical group after you are injured.
 - If your employer is using a medical provider network (MPN) or a health care organization (HCO), in most cases you will be treated within the MPN or HCO unless you predesignated a personal physician or medical group. An MPN is a group of physicians and health care providers who provide treatment to workers injured on the job. You should receive information from your employer if you are covered by an HCO or a MPN. Contact your employer for more information.
 - If your employer is not using an MPN or HCO, in most cases the claims administrator can choose the doctor who first treats you when you are injured, unless you predesignated a personal physician or medical group.
4. **Medical Provider Networks.** Your employer may be using an MPN, which is a group of health care providers designated to provide treatment to workers injured on the job. If you have predesignated a personal physician or medical group prior to your work injury, then you may go there to receive treatment from your predesignated doctor. If you are treating with a non-MPN doctor for an existing injury, you may be required to change to a doctor within the MPN. For more information, see the MPN contact information below:

MPN website: <https://www-lv.talispoint.com/amtrust/campn/>

MPN Effective Date: 10/25/2021 MPN Identification number: 3154

If you need help locating an MPN physician, call your MPN access assistant at: (833) 990-3601

If you have questions about the MPN or want to file a complaint against the MPN, call the MPN Contact Person at: (800) 768-9605

Discrimination. It is illegal for your employer to punish or fire you for having a work injury or illness, for filing a claim, or testifying in another person's workers' compensation case. If proven, you may receive lost wages, job reinstatement, increased benefits, and costs and expenses up to limits set by the state.

Questions? Learn more about workers' compensation by reading the information that your employer is required to give you at time of hire. If you have questions, see your employer or the claims administrator (who handles workers' compensation claims for your employer):

Claims Administrator AmTrust North America Phone (844) 601-7760

Workers' compensation insurer _____ (Enter "self-insured" if appropriate)

You can also get free information from a State Division of Workers' Compensation Information (DWC) & Assistance Officer. The nearest Information & Assistance Officer can be found at location: <https://www.dir.ca.gov/dwc/landA.html> or by calling toll-free **(800) 736-7401**. Learn more information about workers' compensation online: www.dwc.ca.gov and access a useful booklet "Workers' Compensation in California: A Guidebook for Injured Workers."

False claims and false denials. Any person who makes or causes to be made any knowingly false or fraudulent material statement or material representation for the purpose of obtaining or denying workers' compensation benefits or payments is guilty of a felony and may be fined and imprisoned.

Your employer may not be liable for the payment of workers' compensation benefits for any injury that arises from your voluntary participation in any **off-duty, recreational, social, or athletic activity** that is not part of your work-related duties.

SAFETY AND HEALTH PROTECTION ON THE JOB



State of California
Department of Industrial Relations

California law provides workplace safety and health protections for workers through regulations enforced by the Division of Occupational Safety and Health (Cal/OSHA). This poster explains some basic requirements and procedures to comply with the state's workplace safety and health standards and orders. The law requires that this poster be displayed. Failure to do so could result in a substantial penalty. Cal/OSHA standards can be found at www.dir.ca.gov/samples/search/query.htm.

WHAT AN EMPLOYER MUST DO:

All employers must provide work and workplaces that are safe and healthful. In other words, as an employer, you must follow state laws governing job safety and health. Failure to do so can result in a threat to the life or health of workers, and substantial monetary penalties.

You must display this poster in a conspicuous place where notices to employees are customarily posted so everyone on the job can be aware of basic rights and responsibilities.

You must have a written and effective Injury and Illness Prevention Program (IIPP) meeting the requirements of California Code of Regulations, title 8, section 3203 (www.dir.ca.gov/title8/3203.html) and provide access to employees and their designated representatives.

You must be aware of hazards your employees face on the job and keep records showing that each employee has been trained in the hazards unique to each job assignment.

You must correct any hazardous condition that you know may result in injury to employees. Failure to do so could result in criminal charges, monetary penalties, and even incarceration.

You must notify a local Cal/OSHA district office of any serious injury or illness, or death, occurring on the job. Be sure to do this immediately after calling for emergency help to assist the injured employee. Failure to report a serious injury or illness, or death, within 8 hours can result in a minimum civil penalty of \$5,000.

WHAT AN EMPLOYER MUST NEVER DO:

Never permit an employee to do work that violates Cal/OSHA workplace safety and health regulations.

Never permit an employee to be exposed to harmful substances without providing adequate protection.

Never allow an untrained employee to perform hazardous work.

EMPLOYEES HAVE CERTAIN WORKPLACE SAFETY & HEALTH RIGHTS:

As an employee, you (or someone acting for you) have the right to file a confidential complaint and request an inspection of your workplace if you believe conditions there are unsafe or unhealthful. This is done by contacting the local Cal/OSHA district office (see below). Your name is not revealed by Cal/OSHA, unless you request otherwise.

You also have the right to bring unsafe or unhealthful conditions to the attention of the Cal/OSHA investigator inspecting your workplace.

You and your designated representative have the right to access the employer's IIPP. Any employee has the right to refuse to perform work that would violate an occupational safety or health standard or order where such violation would create a real and apparent hazard to the employee or other employees.

You may not be fired or punished in any way for filing a complaint about unsafe or unhealthful working conditions, or for otherwise exercising your rights to a safe and healthful workplace. If you feel that you have been fired or punished for exercising your rights, you may file a complaint about this type of discrimination by contacting the nearest office of the California Department of Industrial Relations, Division of Labor Standards Enforcement (Labor Commissioner's Office) or the San Francisco office of the U.S. Department of Labor, Occupational Safety and Health Administration. (Employees of state or local government agencies may only file these complaints with the California Labor Commissioner's Office.) Consult your local telephone directory for the office nearest you.

EMPLOYEES ALSO HAVE RESPONSIBILITIES:

To keep the workplace and your coworkers safe, you should tell your employer about any hazard that could result in an injury or illness to an employee. While working, you must always obey state workplace safety and health laws.

HELP IS AVAILABLE:

To learn more about workplace safety rules, you may contact Cal/OSHA Consultation Services for free information, required forms, and publications. You can also contact a local district office of Cal/OSHA. If you prefer, you may retain a competent private consultant, or ask your workers' compensation insurance carrier for guidance in obtaining information.

SPECIAL RULES APPLY FOR WORK AROUND HAZARDOUS SUBSTANCES:

Employers who use any substance that is listed as a hazardous substance in California Code of Regulations, title 8, section 339 (www.dir.ca.gov/title8/339.html), or is covered by the Hazard Communication standard (www.dir.ca.gov/title8/5194.html) must provide employees information on the hazardous chemicals in their work areas, access to safety data sheets, and training on how to use hazardous chemicals safely.

Employers shall make available on a timely and reasonable basis a safety data sheet on each hazardous substance in the workplace upon request of an employee, an employee's collective bargaining representative, or an employee's physician.

Employees have the right to see and copy their medical records and records of exposure to potentially toxic materials or harmful physical agents.

Employers must allow access by employees or their representatives to accurate records of employee exposures to potentially toxic materials or harmful physical agents, and notify employees of any exposures in concentration or levels exceeding the exposure limits allowed by Cal/OSHA standards.

Any employee or their representative has the right to observe monitoring or measuring of employee exposure to hazards conducted to comply with Cal/OSHA regulations.

WHEN CAL/OSHA COMES TO THE WORKPLACE:

A trained Cal/OSHA safety engineer or industrial hygienist may visit the workplace to make sure your company is obeying workplace safety and health laws.

Inspections are also conducted when an employee files a valid complaint with Cal/OSHA.

Cal/OSHA also goes on-site to the workplace to investigate a serious injury or illness, or fatality.

When an inspection begins, the Cal/OSHA investigator will show official identification.

The employer, or someone the employer chooses, will be given an opportunity to accompany the investigator during the inspection. An authorized representative of the employees will be given the same opportunity. Where there is no authorized employee representative, the investigator will talk to a reasonable number of employees about safety and health conditions at the workplace.

VIOLATIONS, CITATIONS, AND PENALTIES:

If the investigation shows that the employer has violated a safety and health standard or order, Cal/OSHA may issue a citation. Each citation carries a monetary penalty and specifies a date by which the violation must be abated. A notice, which carries no monetary penalty, may be issued in lieu of a citation for certain non-serious violations.

Penalty amounts depend in part on the classification of the violation as regulatory, general, serious, repeat, or willful; and whether the employer failed to abate a previous violation involving the same hazardous condition. Base penalty amounts, penalty adjustment factors, and minimum and maximum penalty amounts are set forth in California Code of Regulations, title 8, section 336 (www.dir.ca.gov/title8/336.html). In addition, a willful violation that causes death or permanent impairment of the body of any employee can result, upon conviction, in a fine of up to \$250,000 or imprisonment up to three years, or both, and if the employer is a corporation or limited liability company, the fine may be up to \$1.5 million.

The law provides that employers may appeal citations within 15 working days of receipt to the Occupational Safety and Health Appeals Board.

An employer who receives a citation, Order to Take Special Action, or Special Order must post it or a copy, including the enclosed multi-language employee notification, prominently at or near the place of the violation or unsafe condition for three working days, or until the unsafe condition is corrected, whichever is longer, to warn employees of danger that may exist there. Any employee may protest the time allowed for correction of the violation to the Division of Occupational Safety and Health or the Occupational Safety and Health Appeals Board.

Call the FREE Worker Information Helpline – (833) 579-0927

DIVISION OF OCCUPATIONAL SAFETY AND HEALTH (CAL/OSHA)

HEADQUARTERS: 1515 Clay Street, Ste. 1901, Oakland, CA 94612 – Telephone (510) 286-7000

District Offices

| | | |
|-----------------|--|----------------|
| American Canyon | 3419 Broadway St., Ste. H8, American Canyon 94503 | (707) 649-3700 |
| Bakersfield | 7718 Meany Ave., Bakersfield 93308 | (661) 588-6400 |
| Foster City | 1065 East Hillsdale Bl., Ste. 110, Foster City 94404 | (650) 573-3812 |
| Fremont | 39141 Civic Center Dr., Ste. 310, Fremont 94538 | (510) 794-2521 |
| Fresno | 2550 Mariposa St., Rm. 4000, Fresno 93721 | (559) 445-5302 |
| Long Beach | 1500 Hughes Way, Suite C-201, Long Beach 90810 | (424) 450-2630 |
| Los Angeles | 320 West Fourth St., Rm. 820, Los Angeles 90013 | (213) 576-7451 |
| Modesto | 4206 Technology Dr., Ste. 3, Modesto 95356 | (209) 545-7310 |
| Monrovia | 800 Royal Oaks Dr., Ste. 105, Monrovia 91016 | (626) 239-0369 |
| Oakland | 1515 Clay St., Ste. 1303, Box 41, Oakland 94612 | (510) 622-2916 |
| Redding | 381 Hemsted Dr., Redding 96002 | (530) 224-4743 |
| Sacramento | 1750 Howe Ave., Ste. 430, Sacramento 95825 | (916) 263-2800 |
| San Bernardino | 464 West Fourth St., Ste. 332, San Bernardino 92401 | (909) 383-4321 |
| San Diego | 7575 Metropolitan Dr., Ste. 207, San Diego 92108 | (619) 767-2280 |
| San Francisco | 455 Golden Gate Ave., Rm. 9516, San Francisco 94102 | (415) 557-0100 |
| Santa Ana | 2 MacArthur Place, Ste. 720, Santa Ana 92707 | (714) 558-4451 |
| Van Nuys | 6150 Van Nuys Blvd., Ste. 405, Van Nuys 91401 | (818) 901-5403 |

Regional Offices

| | | |
|---------------|--|----------------|
| San Francisco | 455 Golden Gate Ave., Rm 9516, San Francisco 94102 | (415) 557-0300 |
| Sacramento | 1750 Howe Ave., Ste. 440, Sacramento 95825 | (916) 263-2803 |
| Santa Ana | 2 MacArthur Place, Ste. 720, Santa Ana 92707 | (714) 558-4300 |
| Monrovia | 800 Royal Oaks Dr., Ste. 105, Monrovia 91016 | (626) 471-9122 |

Cal/OSHA Consultation Services

Field / Area Offices

| | | |
|---|---|----------------|
| *Fresno / Central Valley | 2550 Mariposa Mall, Rm. 2005 Fresno 93721 | (559) 445-6800 |
| *La Palma / Los Angeles / Orange County | 1 Centerpointe Dr., Ste. 150 La Palma 90623 | (714) 562-5525 |
| *Oakland/ Bay Area | 1515 Clay St., Ste 1103 Oakland 94612 | (510) 622-2891 |
| *Sacramento / Northern CA | 1750 Howe Ave., Ste. 490 Sacramento 95825 | (916) 263-0704 |
| *San Bernardino | 464 West Fourth St., Ste. 339 San Bernardino 92401 | (909) 383-4567 |
| *San Diego / Imperial County | 7575 Metropolitan Dr., Ste. 204 San Diego 92108 | (619) 767-2060 |
| *San Fernando Valley | 6150 Van Nuys Blvd., Ste. 307 Van Nuys 91401 | (818) 901-5754 |

Consultation Region Office

| | | |
|---------|--|----------------|
| *Fresno | 2550 Mariposa Mall, Rm. 3014 Fresno 93721 | (559) 445-6800 |
|---------|--|----------------|

Enforcement of Cal/OSHA workplace safety and health standards is carried out by the Division of Occupational Safety and Health, under the California Department of Industrial Relations, which has primary responsibility for administering the Cal/OSHA program. Safety and health standards are promulgated by the Occupational Safety and Health Standards Board. Anyone desiring to register a complaint alleging inadequacy in the administration of the California Occupational Safety and Health Plan may do so by contacting the San Francisco Regional Office of the Occupational Safety and Health Administration (OSHA), U.S. Department of Labor Tel: (415) 625-2547. OSHA monitors the operation of state plans to assure that continued approval is merited. **November 2023**

The Division of Labor Standards Enforcement believes that the sample posting below meets the requirements of Labor Code Section 1102.8(a). This document must be printed to 8.5 x 14 inch paper with margins no larger than one-half inch in order to conform to the statutory requirement that the lettering be larger than size 14 point type.

WHISTLEBLOWERS ARE PROTECTED

It is the public policy of the State of California to encourage employees to notify an appropriate government or law enforcement agency, person with authority over the employee, or another employee with authority to investigate, discover, or correct the violation or noncompliance, and to provide information to and testify before a public body conducting an investigation, hearing or inquiry, when they have reason to believe their employer is violating a state or federal statute, or violating or not complying with a local, state or federal rule or regulation.

Who is protected?

Pursuant to [California Labor Code Section 1102.5](#), employees are the protected class of individuals. "Employee" means any person employed by an employer, private or public, including, but not limited to, individuals employed by the state or any subdivision thereof, any county, city, city and county, including any charter city or county, and any school district, community college district, municipal or public corporation, political subdivision, or the University of California. [[California Labor Code Section 1106](#)]

What is a whistleblower?

A "whistleblower" is an employee who discloses information to a government or law enforcement agency, person with authority over the employee, or to another employee with authority to investigate, discover, or correct the violation or noncompliance, or who provides information to or testifies before a public body conducting an investigation, hearing or inquiry, where the employee has reasonable cause to believe that the information discloses:

1. A violation of a state or federal statute,
2. A violation or noncompliance with a local, state or federal rule or regulation, or
3. With reference to employee safety or health, unsafe working conditions or work practices in the employee's employment or place of employment.

A whistleblower can also be an employee who refuses to participate in an activity that would result in a violation of a state or federal statute, or a violation of or noncompliance with a local, state or federal rule or regulation.

What protections are afforded to whistleblowers?

1. An employer may not make, adopt, or enforce any rule, regulation, or policy preventing an employee from being a whistleblower.
2. An employer may not retaliate against an employee who is a whistleblower.
3. An employer may not retaliate against an employee for refusing to participate in an activity that would result in a violation of a state or federal statute, or a violation or noncompliance with a state or federal rule or regulation.
4. An employer may not retaliate against an employee for having exercised his or her rights as a whistleblower in any former employment.

Under [California Labor Code Section 1102.5](#), if an employer retaliates against a whistleblower, the employer may be required to reinstate the employee's employment and work benefits, pay lost wages, and take other steps necessary to comply with the law.

How to report improper acts

If you have information regarding possible violations of state or federal statutes, rules, or regulations, or violations of fiduciary responsibility by a corporation or limited liability company to its shareholders, investors, or employees, **call the California State Attorney General's Whistleblower Hotline at 1-800-952-5225**. The Attorney General will refer your call to the appropriate government authority for review and possible investigation.

ATTENTION

The Information on the Reverse Side

WILL AFFECT YOUR PAY CHECKS!

PLEASE READ IT CAREFULLY

Dear Employees,

Please be advised that **by law** Cordova Consulting will enroll you in the CALSAVERS retirement plan.

CALSAVERS will send you information. You need to read and respond to the information within 30 days of receipt. If you do not respond to CALSAVERS then **your check will automatically be deducted 5% of your salary.**

If you do not want this money deducted from your check and placed in a retirement account for you, you need to read the information carefully and choose an option to change the amount or opt-out of the program.

THIS IS A STATE OF CALIFORNIA PROGRAM - CORDOVA CONSULTING HAS NO FURTHER INTERACTION WITH YOU ABOUT THIS PROGRAM

If you have any questions regarding the program, you can go to www.calsavers.com or call 855-650-6918.

Attention employees:

As you may have heard, the State of California has enacted a program to help employees save for retirement, the CalSavers Retirement Savings Program. Through this program, you will be able to contribute a portion of your salary into an Individual Retirement Account. As we are required to do, Cordova Consulting is now registered with CalSavers.

Shortly, you will receive a communication informing you of your opportunity to begin participating in the program. The communication will be sent to the email or mailing address you have on file with us from a company called Ascensus (e-mail: clientservices@calsavers.com), which is working with the State of California to administer the program.

The program is completely voluntary for you but is set up as automatic enrollment, so if you choose to not participate, you need to follow the instructions on the information you will receive from CalSavers in order to opt-out. **If you have any questions regarding the program, you can go to www.calsavers.com or call 855-650-6918.**

Please note: Cordova Consulting does not sponsor or maintain CalSavers. Cordova Consulting's involvement in CalSavers is limited to processing your payroll withholding contributions to the program and remitting them to CalSavers. We will not provide any additional benefit and do not promise any particular investment return on your savings under CalSavers. In accordance with federal government regulations, Cordova Consulting does not endorse CalSavers. If you would like tax, investment, or financial advice, you should contact a financial advisor. Cordova Consulting is not in a position to provide financial advice.



EVV COMPLIANCE Quick Guide

For Step-by- Step instructions go to www.ccrespite.com

Cordova.evvcompliance.org

Log in - **Employee Email**

Default Password: **CCEVV2020**

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Downloading The App

On a Smart Phone, Tablet or Computer use the default web browser (Safari, Google, etc..) In the Address Bar (not the search bar) Type:

Cordova.evvcompliance.org

Or go to the Cordova consulting Website ccrespite.com. A pop-up window EvvCompliance will display. Choose Learn more. Choose the **Get the App** button. This will open the above website.

If the Learn More window does not display, go to EVVCOMPLIANCE in the menu. Choose the **Get the App** button. This will open the above website.

iPhone Procedures – Default Browser is SAFARI

1. When the main page displays, Scroll Up to reveal the symbols at the bottom of the screen.
2. After scrolling up, the icons on the bottom of the screen will appear.
3. Press the Share Button 
4. When the page changes scroll up to reveal a list of options
5. Look for and choose “[Add to Home Screen](#)”.
6. A screen titled “Add to Home Page” will display Choose [Add](#)
7. Scroll through the device’s pages and search for the App Icon. The app icon will have a picture of a blue person and a pink person in a Hi-5 action. The background may be different depending on the particular phone setting.

Android Procedures- Default Browser is often Chrome

1. When the main page displays touch the 3 dots in the top right corner.
2. A list will display. Depending on the device the list may have the option to use Chrome – Choose this option. If this option is not offered move on to #3 below.
3. Touch the 3 dots again. When the menu list displays, choose [Add to Home screen or Download App](#)
4. A small screen will pop up. Press [Add](#).
5. Scroll through the device pages and search for the app icon. The app icon will have a picture of a blue person and a pink person in a Hi-5 action. The background may be different depending on the particular phone/device setting. Tap the Icon to open the app.



EVV COMPLIANCE Quick Guide

Using the App

Log In

1. Scroll sideways in the device pages and search for the App Icon. The app icon will have a picture of a blue person and a pink person in a Hi-5 action. The background may be different depending on the particular phone setting. Select the app by pressing the icon.
2. Sign-In by typing your email address in the Email* box. (This will be the employee email on file with the employer's office).
3. In the Password* box type in all capital letters **CCEVV2020** (for first time log-in). If the password was changed, type in the password you created.
 - a. To see the password, touch the eye icon.
 - b. Optional: Touch the box next to "Keep me signed in" This will reveal a check mark ✓.
 - c. Touch [Sign In](#)
4. When the screen asking, "allow Cordova to access your location?" displays, **Allow** must be chosen or the app will not work!

Beginning a New Shift

1. Begin a New Shift by choosing **New Shift**.
2. On the **New Shift** screen select the *Service Type* by touching the black, down arrow.
3. Select the service being provided for this shift.
4. Next select the client you are working with this shift.
5. In the *Estimated Shift Time* box type the number of hours you expect to work for the shift.
6. Press Start Shift.

Location

When the **Start Shift** map screen displays, type in a note about your current location in the *Description** box (for example: "Home," "Client's House"etc...)

1. GPS will ping your location and place a red marker 📍 on the map.
2. When finished typing the description choose **Check In**.
3. If a warning "Geolocation Error," "**Getting Location Access Denied**" displays, access will need to be allowed in the device settings. See Trouble Shooting, page for instructions.

Main Screen

This Screen has the service type and client name displayed at the top. There are many options available on this page. It is the apps main page. When reaching this page:

1. The App may be closed.



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2. Put the device away and begin working with the client.
3. Other functions on the device may be used while the App is running in the background.

End Shift

At the end of your shift, re-open the app and touch the **End Shift** icon.

1. When the end location screen displays type a note about your current location in the *Description** box (e.g... "Home," "Clients House" etc.).
2. When finished typing, Touch **Check Out**.

Time Difference Reason

1. If this page displays, read the list and pick a reason for the difference between the estimated time and the actual time.
2. Touch the white dot next to the reason that best fits your situation.
3. Touch the blue check mark in the upper right-hand corner to submit this page.
4. On the Shift Duration page type in the correct number of hours for your shift in the white box. Touch the blue Check mark to submit the change.
5. On the next page choose **Ok** to confirm the change.

Review Shift

The **Review Shift Details** page has 3 sections. Both the Employee and the Parent/Guardian should review these sections.

1. The *Shift Details* icon goes over Logged-in Locations and Receipts.
2. The *Notes* icon will review any notes the employee made during the visit.
3. The *Signature* icon opens a screen for the worker/caretaker and the guardian/consumer to sign. **Signatures must be completed to end the shift.**

Signatures:New-Pin

1. When the Signature page is displayed, touch box for guardian/client box
2. The page will change to a number pad.
3. Guardian/Client will enter their Pin.
4. Touch Confirm when finished.
5. If pin is not activated press **Red button to: Submit Shift (No Pin)**

Submit Shift/Log Out

1. Once pin is complete. Press Submit Shift.
2. When the Submit Confirmation page displays, choose **OK**.
3. When the Shift Submitted page displays, choose **OK**.
4. When the home screen page displays, choose **Log Out**.



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More Functions

Recording Sick Hours

1. On the **New Shift** screen select the *Service Type* by touching the black, down arrow.
2. Choose **Sick**
3. The client box will turn grey and will be locked – leave blank. No client will display for sick pay.
4. Place the number of hours being claimed as sick pay for this day.
5. The screen **Sick Hours Request** will display. Confirm or correct the number of hours you are requesting as sick time.
6. Touch **Submit Shift**
7. When the **Sick Hours Request** page displays, read the information and confirm the hours are correct.
8. Touch **Submit Shift.**
9. Log-out.

Time Sheet Tab

Touch the Time Sheet tab to view the Time Sheet Calendar.

Time Sheet Calendar

1. The current month, **Time Sheet** calendar will display.
2. Towards the top will be the client's name.
3. To view multiple clients, touch the arrow next to the **CLIENT Name** box.
4. Information regarding the client's and employee's hours related to this client will be displayed.
5. On the calendar grid:
 - Grey boxes are dates with no hours recorded.
 - White boxes with a number inside are dates and hours recorded.
 - Blue boxes at the end of each week show the total hours worked in the week for the identified client.
6. To view different months, use the side arrows at the top of the calendar.

Remember, employees may NOT exceed 40 hours each week. If families have more hours, multiple employees should be used.

View Shift

1. To view the details of a shift and make corrections, touch the box with the shift hours indicated.
2. A window will display with the shifts worked on the selected date. Touch the shift you would like to correct.

Corrections can only be made to shifts that have been logged into the app. If the app does not show hours for a date worked, call the office for support.



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Edit Shift

1. The Edit Shift page provides the Estimated Shift Time, Recorded Shift Time, and Time I Actually Worked which is the hours to be paid.
2. To make a correction change the hours in the box labeled “**Time I Actually Worked.**”
3. Touch **Update.**

Notes

Notes Must be added:

1. When the client sustains an injury.
2. When there is an incident that effects the client’s, employee’s, or other’s health and safety.

Notes Should be added:

1. When family requests information to be noted.
2. When anything unusual happens.
3. When employee has concerns or questions about the client/activities/meals/etc... that the employee wants to remember to discuss with the family.

Notes Could be added:

1. To share about the client’s day.
2. To assist the employee in remembering something important or interesting.

Logging notes

1. To begin logging a note into the app, choose the **Notes** Icon on the top menu line.
2. When the notes page is displayed, touch the white box to begin typing.
3. When finished typing the note, touch the check mark in the upper right-hand corner to save and submit the note.
4. The Main page will return.
5. If more notes need to be added later, just touch the Notes Icon again.
6. When the notes page displays, touch the white box and write another note on the same page as the previous note.
7. Touch the check mark to save and submit the note.
8. To exit out of the page without saving information, touch the X in the top left-hand corner.

Language Options

The app can be displayed in both English and Spanish.

1. To Change the language setting log-in as usual then choose the My Account icon.
2. On the My Account page, in the *Language** box, touch the down arrow to choose English or Spanish.
3. Touch the X in the upper left-hand corner to exit out of the page.



EVVCOMPLIANCE Quick Guide

Trouble Shooting

For Personal Assistance with using the App, Please Come in-person to the office as many phones are different and staff will need to see the particular phone to best support your needs.

Log-in not working:

1. Are you on the correct website? cordova.evvcompliance.org
 - i. The picture should look like the one below with a picture of the two people touching hands.



2. The log-in information is the EMPLOYEE'S Email.
3. Check that there are No Typos. Touch the little grey eye shape in the Password box to see the password typed.
4. Try writing the email in all lowercase.
5. Try writing the email with the first letter upper case and the rest of the email lowercase.
6. The Default Password must be in all Capital letters, one continuous string **CCEVV2020**
7. If the default password was changed and you cannot remember your new password tap Forgot Password and have instructions sent to your email to make a new Password.
8. Call the office for further support.

Forgot to log-in

1. Same day - Long in immediately and complete the process.
2. Hours may be corrected at a later time for logged-in shifts by using the Time Sheet tab.
3. Different day – Call the office as soon as possible for notification of the unrecorded shift.

Forgot to log-out

1. Log out as soon as you notice. Use the reason for change page to correct the hours.
2. You may log-out of an old shift and start a new shift on the same day.

No internet/cell service/airplane mode

1. Check all settings are correct.
2. Connect phone to home internet server if possible.



EVV COMPLIANCE Quick Guide

3. Log in on another device Tablet/Laptop/desktop/ that has internet connection.
4. Complete the process at a later time when service is connected and use “reason for time difference” page to document the issue and log the correct time.
5. Correct the time on the Time Sheet calendar
6. Call the office for Support

Frozen App

After logging-in on another device the app is frozen on the phone. Close the app on the phone and log-in again.

TypeError

If a “**TypeError**” message displays when trying to do the map location, then the phone/device may be blocking or unable to use too the geolocation. See below to correct the geolocation, or try using a different device (different phone, laptop, desktop, tablet).



Geolocation Error

If a geolocation error message, “Getting location access denied” displays, the location services for the phone’s/device’s websites is turned off or blocked.



Allowing Geolocation:

When the device’s location service is off or blocked, follow the steps to correct this setting:



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Please be advised that both Android and Apple will update where these settings are located on a fairly frequent basis. We will do our best to keep the steps below up to date, but if you find these steps to no longer be accurate, searching for "reset (device type) location settings" should provide you with the most recent reset path.

iPHONE:

To change the geolocation settings for an iPhone try the following options:

Option 1

- I. Settings
- II. Privacy
- III. Location services
- IV. Turn on
- V. Scroll to find SAFARI or Safari websites
- VI. Allow, or allow while using the app.
- VII. Close the app and re-open.
- VIII. Choose Location at the bottom of the page and try the geolocation again.

Option 2

- I. Settings
- II. Scroll down to **Safari**, Touch Safari
- III. Scroll down to **Location**, touch location
- IV. Choose **Ask or Allow**
- V. Close the app and re-open.
- VI. Choose Location at the bottom of the page and try the geolocation again.

Option 3

- I. Settings
- II. General
- III. Reset
- IV. Reset Location and Privacy – this option will reset ALL the location and privacy settings for all the apps on the device.

ANDROID:

Androids have many different instructions depending on the particular phone:
Try the different options below:



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Option 1

- I. Settings
- II. Location or Security and Location
- III. Add Permissions
- IV. Google or Chrome
- V. Choose Allow while using the App.
- VI. Close the app and re-open.
- VII. Choose Location at the bottom of the page and try the geolocation again.

Option 2

- I. Open Chrome
- II. Tap Settings (usually 3 dots in the top right corner of the browser)
- III. Tap Site Settings
- IV. Check to make sure Location says "Ask First," if not, change it to "Ask First"
- V. Tap Location
- VI. Tap Blocked
- VII. Look for cordova.evvcompliance.org, or evvcompliance.org in this list, it is alphabetical.
- VIII. Tap Clear and Reset, or Allow
- IX. Close the app and re-open.
- X. Choose Location at the bottom of the page and try the geolocation again.

Option 3

- I. Open Chrome
- II. Tap Settings (usually 3 dots in the top right corner of the browser)
- III. Tap Site Settings
- IV. Check to make sure Location says "Ask First," if not change it to "Ask First"
- V. Tap Location
- VI. Tap All Sites up top
- VII. Look for EVVCompliance in this list, it is alphabetical
- VIII. Tap Clear and Reset
- IX. Close the app and re-open.
- X. Choose Location at the bottom of the page and try the geolocation again.

Option 4 – Other issues - These steps may vary slight depending on the Android device version.

- I. Solution 1: Toggle the GPS
 - Turn off the device's GPS for some time (30 secs) then turn it on and allow it to search for the location again.
- II. Solution 2: Toggle Airplane Mode



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- Switch it On and wait for 15-20 seconds before switching it Off again.
- III. Solution 3: Remove the Phone Case
 - There have been some instances where the phone's case can cause an obstruction for the GPS.
- IV. Solution 4: Power Saving Mode
 - Power Saving Mode disables some important functions like Wi-Fi and GPS. In order to use the EVVCompliance app and use the GPS feature, Power Saving mode must be disable.
- V. Solution 5: Restart the Android Device
 - Restart the Android device and try using the GPS again. The GPS problem may fix itself with a simple restart.
- VI. Solution 6: Tweak the GPS Settings
 - To check the GPS settings of the phone/device, follow these steps:
 - Go to the settings menu of the device
 - Scroll to check for Location and tap on it
 - Under Location, tap on Mode
 - "High Accuracy Mode" should be set.
- VII. Solution 7: Enable Location Permission for EVVCompliance
 - Make sure that EVVCompliance has permission to use your location. This setting can be reached by going to [Settings] > [Applications] > EVVCompliance
- VIII. Solution 8: Clear Cache and Data for Maps to fix GPS issues on Android
 - Go to the Settings menu of the device.
 - Scroll down to find Application Manager and tap on it
 - Under the Downloaded Apps tab, look for Maps and tap on it
 - Now tap on Clear Cache and confirm it on the pop-up box.
 - Once the cache files are cleared, tap on Clear Data.

Signature Box

When the signature page does not lock in place and allow you to sign the box on your phone:

1. Try rotating the phone the other direction. If you turned it to the right to get landscape mode then turn it to the left to get landscape mode, or vice versa.
2. In landscape mode tip the phone so it is straight up and down and see if it locks the rotation in place.
3. Unlock the device's screen lock setting.

iPHONE

- a. Swipe up from the bottom, or down from top.
- b. Locate the icon that looks like a lock.
- c. Tap this icon and unlock the screen lock.



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ANDROID

- a. Swipe down from the top of the screen to see the notification drawer.
 - b. Find the phone symbol (tilted to the side) Titled "Auto Rotate".
 - c. Tap this icon to turn On/Off.
 - d. Or Ask the phone manufacturer how to turn on/off the Screen Rotation.
4. It may be necessary to:
- a. Completely turn off the app by swiping it off the screen:
 - I. Restart the app. It will open to the main page.
 - II. Touch Location and retry getting the map location.
 - b. Delete the app completely off the phone/device and reinstall it.
 - I. Log-in
 - II. App will open to the main Respite page.
 - III. Touch **Location** and retry getting the map location.

Contact the Office

Cordova Consulting: 12227 Philadelphia Street, Whittier, CA 90601

Phone: (562)-946-4959

Website: ccrespite.com

Hours: Monday – Friday: 9:00 AM – 5:00 PM: Closed on weekends and major holidays.

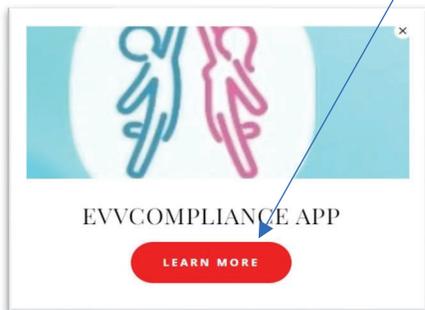
For Personal Assistance with using the App, Please Come in-person to the office as many phones are different and staff will need to see the particular phone to best troubleshoot together.

Cordova Consulting Website

www.ccrespite.com

EVVCOMPLIANCE

Learn More Button



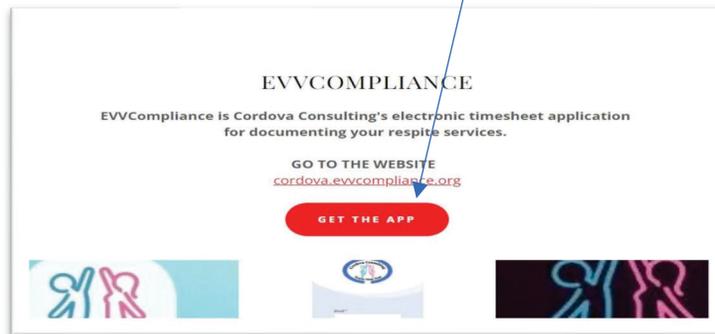
or Website Home Page

Select the 3 lines at the top left of the page.



Then select EVVCOMPLIANCE

GET THE APP



Log-In

Email*

Employee Email

Password*

CCEVV2020

A screenshot of a mobile app login screen. At the top, there is a logo for "Cordova Consulting" with the tagline "Respite Made Easy". Below the logo, there are two input fields: "Email*" with the text "myemail@server.com" and "Password*" with the text "CCEVV2020". There is a checkbox labeled "Keep me signed in" which is checked. Below the input fields is a blue button labeled "Sign In". At the bottom, there is a link "Forgot Password?". At the very bottom, there is a small text: "By clicking 'Sign In,' you agree to our Terms of Use and Privacy Policy".