

**HOUSE OF SPAIN /  
CASA DE ESPAÑA IN  
SAN DIEGO**

**Employee Handbook**

## UPDATE SHEET

### INCLUDED IN UPDATE SHEET:

**ITEM 1:** The Employee Handbook was approved by the House of Spain Board of Directors on November 7, 2021.

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## INTRODUCTION

### INTRODUCTORY STATEMENT

Welcome! As an employee of *House of Spain* (“the HOS”), you are an important member of a team effort. We hope that you will find your position with the HOS rewarding, challenging, and productive.

Because our success depends upon the dedication of our employees, we are highly selective in choosing new members of our team. We look to you and the other employees to contribute to the success of the HOS.

This Handbook is intended to explain the terms and conditions of employment of all full-time, part-time and per diem employees. Written employment contracts between the HOS and some individuals may supersede some of the provisions of this Handbook.

### RIGHT TO REVISE

This Handbook contains the employment policies and practices of the HOS in effect at the time of its publication. This Handbook supersedes all previously issued employee handbooks and any inconsistent policy statements or memoranda.

The HOS reserves the right to revise, modify, delete, or add to any policies, procedures, work rules, or benefits stated in this Handbook or in any other document, except for the policy of at-will employment. However, any such changes must be in writing and must be approved by the Board of Directors.

Any written changes to this Handbook will be distributed to all employees so that employees will be aware of the new policies or procedures. No oral statements or representations can alter the provisions of this Handbook.

This Handbook sets forth the entire agreement between you and the HOS as to the duration of employment and the circumstances under which employment may be terminated. Nothing in this employee handbook or in any other personnel document can alter the at-will employment relationship, or create a promise or representation of continued employment for any employee.

### CHANGES TO GOVERNING LAW

Federal and state laws and regulations that govern the provisions of this Handbook may be amended, repealed or altered in the future. To the extent those laws change, such alterations, additions, deletions and other changes are hereby incorporated by reference herein.

### EQUAL EMPLOYMENT OPPORTUNITY

The HOS is an equal opportunity employer. We want to have the best available persons in every job. The HOS is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in HOS operations and prohibits unlawful discrimination by any employee of the HOS, including the Personnel Manager and coworkers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the HOS will provide reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any otherwise qualified applicant or employee who requires an accommodation in order to perform the essential functions of his or her job should contact the Personnel Manager. The individual with the disability should specify what accommodation he or she needs to perform the job. The HOS will conduct an investigation to identify the barriers that interfere with the equal opportunity of the otherwise qualified applicant or employee to perform his or her job. The HOS will identify possible accommodations, if any, that will help eliminate the limitation.

## PROHIBITION OF HARASSMENT AND DISCRIMINATION

The HOS is committed to providing a work environment free from sexual harassment and all other forms of unlawful harassment and discrimination. The HOS prohibits unlawful harassment by any HOS Board member or employee of the HOS, as well as, visitors, independent contractors and any other persons involved in the operation of the HOS.

The HOS will not discriminate against qualified applicants with respect to any terms or conditions of employment based on race, color, creed, gender, sex, religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, military or veteran status, or any other protected status recognized by federal, state, or local laws.

The HOS prohibits sexual harassment and harassment based on pregnancy, childbirth or related medical conditions, race, religion, color, gender, gender identity, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age, sexual orientation, military or veteran status, and any other basis protected by federal, state or local law, ordinance or regulation.

The HOS also prohibits unlawful harassment or discrimination based on the perception that anyone has any of the listed characteristics, or is associated with a person who has or is perceived as having any of the listed characteristics. All such harassment is unlawful.

Prohibited unlawful harassment includes, but is not limited to, the following behavior:

- All forms of offensive or degrading conduct, whether verbal, visual, physical or otherwise, including but limited to making slurs, innuendos, or potentially offensive comments or jokes; display or distribution of potentially offensive cartoons, posters, words or other materials;
- Offensive and degrading physical contact and/or touching;
- Threats, intimidation or other abusive behaviors;
- Expressly or impliedly conditioning a job benefit (or the absence of a job detriment) on sexual favors; and
- Retaliation for good faith reporting or threatening to report harassment.

The HOS encourages all employees to report any incidents of harassment and/or discrimination forbidden by this policy immediately so that complaints can be quickly and fairly resolved. If you believe that an employee or a non-employee has subjected you to sexual or other harassment inform the offending party that their conduct is unwelcome and tell them to stop the behavior. If you are uncomfortable doing so, or if after doing so, the situation has not been satisfactorily resolved, bring your complaint to the HOS Personnel Manager as soon as possible after the incident. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. The HOS will immediately undertake an effective, thorough, and objective investigation.

All complaints of harassment and/or discrimination must be submitted in writing and will be investigated thoroughly and promptly. You may be asked to provide details of the incident or

incidents, names of individuals involved witnesses. The investigation will be kept as confidential as possible, although complete confidentiality cannot be guaranteed.

The HOS will not retaliate against you for filing a good faith complaint and will not knowingly permit retaliation by management employees or your coworkers. Any employee who believes retaliation has taken place should consult with the HOS Personnel Manager.

If the HOS determines that unlawful harassment and/or discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action will also be taken to deter any future discrimination.

Any employee determined by the HOS to be responsible for unlawful harassment and/or discrimination will be subject to appropriate disciplinary action, up to and including termination.

We strongly encourage you to report any incident of harassment and discrimination issues. However, you may also seek assistance from the Federal Equal Employment Opportunity Commission<sup>1</sup> and the California Department of Fair Employment and Housing<sup>2</sup>.

## BULLETIN BOARDS

The HOS maintains bulletin boards within the casita. Please ask the Personnel Manager for the exact location.

Bulletin boards are used to provide information to employees concerning Human Relations topics, i.e., Discrimination & Harassment Information, California Minimum Wage, Federal Minimum Wage, Family & Medical Leave, Time Off to Vote and much more.

## HIRING

### NEW HIRES

The first 90 days of employment at the HOS is considered a probationary period. During this time, you will learn your responsibilities, become acquainted with fellow employees, and determine whether you are happy with your job. The Personnel Manager will closely monitor your performance.

Upon completion of the probationary period, the HOS will review your performance. If the HOS finds your performance satisfactory and decides to continue your employment, it will advise you of any improvements expected from you. There is no guarantee of employment for the entire 90-day period. Completion of the probationary period does not entitle you to remain employed by the HOS for any definite period nor does it alter the at-will employment relationship as outlined in this Handbook. Rather, the probationary period allows both you and the HOS to evaluate whether or not you are right for the position.

### JOB DUTIES

During the probationary period, the Personnel Manager will explain your job responsibilities and the performance standards expected of you. Be aware that your job responsibilities may change

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<sup>1</sup> <https://www.eeoc.gov/field-office/sandiego/location>.

<sup>2</sup> [https://www.dfeh.ca.gov/contactus/#:~:text=Call%20800%2D884%2D1684%20\(California's%20Relay%20Service%20at%20711](https://www.dfeh.ca.gov/contactus/#:~:text=Call%20800%2D884%2D1684%20(California's%20Relay%20Service%20at%20711)

at any time during your employment. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of HOS. Your cooperation and assistance in performing such additional work is expected.

The HOS reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

## **BACKGROUND CHECK**

The HOS conducts background checks on individuals given a conditional offer of employment with the HOS. The background check must be completed and clearance established before the first day of work. The purpose of a background check is to identify individuals whose contact with HOS casita visitors pose a risk to the visitor's health and safety.

All background screens are conducted post-offer (conditional offer). However, as part of Title VII of the Civil Rights Act, this information cannot be used as a basis for denying employment, unless it is determined to be job-related.

## **AT-WILL EMPLOYMENT**

Employees of the HOS are employed on an "at-will" basis. The employee or the HOS may terminate with or without cause, and with or without notice, employment at-will at any time. Nothing in this Handbook shall limit the right to terminate at-will employment. No board member, Personnel Manager, or employee of the HOS has any authority to enter into an agreement for employment for any specified period or to make an agreement for employment on other than at-will terms. Only the HOS Board of Directors has the authority to make any such agreement, which is binding only if it is in writing and signed by the HOS President as well as the employee.

## **FULL-TIME EMPLOYEES**

Full-time employees are those who are scheduled for and work at least 30 hours per week on a regular basis. Following the completion of the probationary period, regular full-time employees are eligible for all employee benefits described in this Handbook.

## **PART-TIME EMPLOYEES**

Part-time employees are those who are scheduled for and work fewer than 30 hours per week, but not fewer than 24 hours on a regular basis. Part-time employees are eligible for benefits such as vacation pay, sick pay and holiday pay, as described in the Benefits section below and where applicable, based on their position and length of service.

## **PER DIEM EMPLOYEES**

Per Diem employees are those employees who work 23 hours or less a week. Per Diem employees are eligible for statutory benefits only (State Disability Insurance, Workers' Compensation and Social Security). Work hours for Per Diem employees are scheduled on an as-needed basis, and may or may not provide a consistent work schedule.

## **TEMPORARY EMPLOYEES**

Temporary employees are those employed for short-term assignments. Short-term assignments generally are periods of three months or fewer; however, such assignments may be extended. Temporary employees are not eligible for employee benefits except those mandated by applicable law.

## NON-EXEMPT EMPLOYEES

Non-exempt employees are eligible to receive overtime compensation and usually receive an hourly pay for the actual time spent in the performance of their jobs.

## EXEMPT EMPLOYEES

Exempt employees are not eligible to receive overtime compensation and usually receive an agreed-upon salary to perform their jobs, regardless of the weekly hours.

## INACTIVE STATUS

Employees, who are on any type of leave of absence, work-related or non-work-related, that for a period of more than four (4) consecutive months, will be placed on inactive status. During any type of leave, employee benefits such as vacation and sick leave will not be earned.

## LEAVE OF ABSENCE

### BEREAVEMENT LEAVE

The HOS grants leave of absence to employees in the event of the death of the employee's family member friend. An employee with such a death may take up to three consecutive scheduled workdays off with pay with the approval of the HOS Board of Directors. The employee's Personnel Manager may approve additional unpaid time off.

### PREGNANCY DISABILITY LEAVE (PDL)

A female employee is eligible for pregnancy disability leave, if

- she becomes disabled by pregnancy, childbirth or related medical conditions,
- if in the opinion of her health care provider, she is unable to work or perform any one or more of the essential functions of her job, or
- is unable to perform those functions without undue risk to herself, to the successful completion of her pregnancy, or to other persons.

Any female employee planning to take pregnancy disability leave should advise the Personnel Manager as early as possible. The individual should make an appointment with the Personnel Manager to discuss the following conditions:

- Employees who need to take pregnancy disability leave must inform the HOS when a leave is expected to begin and how long it will likely last. If the need for a leave is foreseeable, employees must provide notification at least 30 days before the pregnancy disability leave is to begin. Employees must consult with the Personnel Manager regarding the scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of the HOS. Any such scheduling is subject to the approval of the employee's health care provider;
- If 30 days' advance notice is not possible, notice must be given as soon as practical;
- Upon the request of an employee and recommendation of the employee's physician, the employee's work assignment may be changed if necessary to protect the health and safety of the employee and her pregnancy;

- Requests for transfers of job duties will be reasonably accommodated if the job and security rights of others are not breached;
- Temporary transfers due to health considerations will be granted when possible. However, the transferred employee will receive the pay that accompanies the job.
- Pregnancy leave begins when ordered by the employee's health care provider. The employee must provide the HOS with a certification from a health care provider verifying the disability. The certification shall contain:
  - The nature of the disability.
  - The date on which the employee became disabled due to pregnancy.
  - The probable duration of the period or periods of disability.
  - A statement that, due to the disability, the employee is unable to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy.
- Pregnancy Disability Leave returns will be allowed only when the employee's physician sends an authorization for return to work
- An employee will be allowed to use accrued sick time (if otherwise eligible to take the time) during a pregnancy disability leave. An employee will be allowed to use accrued vacation or personal time (if otherwise eligible to take the time) to extend a pregnancy disability leave.

Duration of the leave will be determined upon the advice of the employee's physician, but employees disabled by pregnancy may take up to four months of unpaid leave. Part-time employees are entitled to leave on a pro rata basis. The four months of leave includes any period for actual disability caused by the employee's pregnancy, childbirth, or related medical condition.

Pregnancy leave includes leave for severe morning sickness and for prenatal care.

Under most circumstances, upon submission of a medical certification that an employee is able to return to work from a pregnancy disability leave, an employee will be reinstated to her same position held at the time the leave began or to an equivalent position, if available. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed.

### *Baby Bonding*

Pregnancy Disability Leave (PDL) is not designed for "baby bonding time" but to provide time off when you are medically disabled by your pregnancy. After you are no longer disabled, you are not entitled to PDL to stay at home with your new baby. The HOS must employ 50 or more employees before you have protected time off available for baby bonding. You may request a personal leave of absence if you wish baby bonding time, but approval will be determined on a case-by-case basis and HOS operations.

### *Lactation Location*

In accordance with the Affordable Care Act's amendment to the Fair Labor Standards Act (FLSA), the HOS will provide reasonable unpaid break time for you to express breast milk for your nursing child for one year after the child's birth each time you have a need to express milk. The HOS will also provide a place, other than a bathroom, for you to express breast milk. Please inform the Personnel Manager at least one month in advance of your upcoming need so a lactation location can be prepared.



### *Paid Time Off*

You may choose to use accrued paid leave while taking PDL. In order to use paid leave for PDL, follow the HOS normal paid leave policies. While on PDL leave, you will not accrue any additional paid time off until you return to work and you begin accruing again.

## **JURY DUTY AND WITNESS LEAVE**

Non-exempt employees are unpaid during any absence, but may retain any mileage allowance or other fee paid by the court for jury services.

Exempt employees will receive full salary unless they are absent for a full week and perform no work.

You should notify the Personnel Manager of the need for time off for jury duty as soon as a notice or summons from the court is received. You may be requested to provide written verification from the court clerk of performance of jury service. If work time remains after any day of jury selection or jury duty, you will be expected to return to work for the remainder of your work schedule.

## **DOMESTIC VIOLENCE LEAVE**

Employees who are victims of domestic violence are eligible for unpaid leave. You may request leave to seek medical attention for injuries caused by domestic violence or sexual assault, to obtain services from a domestic violence shelter or program, to obtain psychological counseling related to an experience of domestic violence or sexual assault, or if you are involved in a judicial action, such as obtaining restraining orders, or appearing in court to obtain relief to ensure your health, safety, or welfare, or that of your child.

You should provide notice and certification of your need to take leave under this policy. Certification may be sufficiently provided by any of the following:

- A police report indicating that the employee was a victim of domestic violence;
- A court order protecting or separating the employee from the perpetrator of an act of domestic violence, or other evidence from the court or prosecuting attorney that the employee appeared in court; or
- Documentation from a medical professional, domestic violence advocate, health-care provider, or counselor that the employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence.

The HOS will, to the extent allowed by law, maintain the confidentiality of an employee requesting leave under this provision.

The total length of unpaid Domestic Violence Leave may not exceed 12 weeks.

## **FAMILY/MEDICAL LEAVES**

Both the state and federal governments have recognized the stress placed on small business operations when you are unable to work as scheduled. Therefore, organizations with fewer than 50 employees are not required to comply with current family/medical leave laws. However, you may still be eligible for another leave or accommodation. The HOS would like to help you, if possible, so please contact the Personnel Manager to discuss your situation.

## **MILITARY LEAVE**

Employees who wish to serve in the military and take military leave should contact the Personnel Manager for information about their rights before and after such leave. You are entitled to

reinstatement upon completion of military service, provided you return or apply for reinstatement within the time allowed by law.

## MILITARY SPOUSE LEAVE

Employees who work more than 20 hours per week and have a spouse in the Armed Forces, National Guard or Reserves who have been deployed during a period of military conflict are eligible for up to 10 unpaid days off when their spouse is on leave from military deployment.

Employees must request this leave in writing to the Personnel Manager within two business days of receiving official notice that their spouse will be on leave. Employees requesting these leaves are required to provide written documentation certifying the spouse will be on leave from deployment.

## PERSONAL LEAVE

The HOS believes that its vacation and holiday policies are sufficiently generous so that additional time off should not be necessary. However, there may be occasional exceptions for important personal reasons.

A personal leave of absence without pay may be granted at the discretion of the HOS. Requests for personal leave should be limited to unusual circumstances requiring an absence of longer than two weeks. Approved personal absences of shorter duration are not normally treated as leaves, but rather as excused absences without pay.

All leave requests must be submitted in writing as far in advance as possible. Keep in touch with the Personnel Manager during your leave, and give prompt notice of any change in your anticipated return date. If your leave expires and you fail to return to work without contacting the Personnel Manager, the HOS will assume that you do not plan to return and that you have terminated your employment. Upon return from a leave of absence, the HOS will make every effort to return you to your prior position, at which time you will resume all aspects of your employment status that existed prior to the start of your leave. The HOS cannot guarantee reinstatement following a Personal Leave of Absence.

An employee on Personal Leave may not accept employment with any other employer without the HOS's written approval. An employee who accepts such employment while taking a Personal Leave of Absence will be deemed to have resigned from the HOS.

## SCHOOL ACTIVITIES

Employees are encouraged to participate in the school activities of their child(ren). In addition, you may use this time to find, enroll or re-enroll a child in school or with a childcare provider or to address a childcare or school emergency. The absence is subject to all of the following conditions:

- Parents, guardians, or grandparents having custody of one or more children in kindergarten or grades one to 12 may take time off for a school or daycare activity.
- The time off for school activity participation cannot exceed eight (8) hours in any calendar month, or a total of 40 hours each school year.
- Employees planning to take time off for school visitations must provide a least two weeks' notice if possible to the Personnel Manager.
- If both parents are employed by the HOS, the first employee to request leave for school activity will receive the time off. The other parent will receive the time off only if the leave does not cause undue hardship to the operation the HOS.

- Employees must use vacation or unpaid personal leave in order to receive compensation for this time off.
- Non-exempt employees who do not have paid time off available may take the time off, but will not be paid during that time.
- Employees must provide the Personnel Manager with documentation from the school verifying that the employee participated in a school activity on the day of the absence for that purpose.

## SUSPENSION

Pursuant to California Labor Code section 230.7, an employee who is the parent or guardian of a schoolchild, and is summoned to school to discuss the student’s suspension or to be present in the classroom as provided by California Education Code section 48900.1, should alert his or her Personnel Manager as soon as possible before leaving work. In agreement with California Labor Code Section 230.7, no discriminatory action will be taken against an employee who takes non-paid time off for this purpose.

## SICK LEAVE

Paid sick leave provides a cushion for incapacitation due to your own illness or injury or that of close family members. Time off for medical and dental appointments will be treated as sick leave. This sick leave policy applies to all employees, other than staffing agency workers.

Sick leave may be taken for the diagnosis, care, or treatment of an existing health condition, or preventative care, for you or your family members. You may also take sick leave pursuant to the HOS’s leave of absence policy for victims of domestic violence, sexual assault, or stalking described above.

A “family member” is defined to include any of the following persons in relation to the employee: (a) child; (b) parent, step-parent, or legal guardian of the employee or the employee’s spouse, or registered domestic partner; (c) grandparent or grandchild; (d) sibling.

### *Amount of Sick Leave*

Sick leave accruals, use, and maximums are based on a 12-month period (“year”) that is measured as the calendar year. You accrue sick leave from date of hire as shown below but you are not allowed to use an accrued sick leave until you have been employed for at least 90 days.

Type of Employee	Amount (Increment) Accrued	Maximum Accrual Allowed
Hourly (Non-Exempt)	1.00 Hour of Sick Leave For every 30 Hours (Including Overtime Hours)	96 Hours
Salaried (Exempt)	1.334 Hours of Sick Leave Per 40-Hour Workweek	96 Hours

Under this accrual method, your remaining accrued hours carry over to the next 12-month period until you reach the maximum accrual allowed. Once you reach the maximum accrual allowed, you will stop accruing until your balance falls below the maximum accrual allowed.

You do not accrue sick leave during any unpaid leave of absence.

### *Requesting Sick Leave*

When the need for sick leave is foreseeable, you must provide reasonable advance notification. If you are unable to report for work on any particular day, call and actually speak with the Personnel Manager prior to the start of your shift or as soon as possible and provide the expected duration of your absence.

Sick leave must be taken in increments of at least one hour. If you take time off for an injury or illness for a full or partial workday, you will have the corresponding amount of time deducted from your sick leave balance. If you do not have sufficient sick leave, the time off will be unpaid.

### *Compensation for Sick Leave*

Eligible employees will receive pay at your normal hourly pay for any sick leave taken. If you have or had different hourly rates, or were a non-exempt salaried employee during the workweek sick leave is taken, your sick leave hourly rate of pay will be calculated by dividing your total pay (including overtime premium pay) by your total hours worked in that workweek.

Your sick leave balance will be charged, at the minimum, for the full amount of the increment described above. You will not receive pay in lieu of sick leave under any circumstances and will not be paid for any accrued, unused sick leave upon termination of employment.

### *Required Use of Paid Sick Leave Before Unpaid Leave*

You are required to take accrued and unused paid sick leave before taking unpaid leave, or having unpaid absences.

### *Coordination with Other Benefits*

The HOS will pay any available sick leave benefits to you during the waiting period for workers' compensation benefits, State Disability Insurance (SDI) program, or other insured unemployment disability plan. Following the waiting periods, you will continue to receive any available sick pay, less the disability benefits actually received or the disability benefits that would have been received had the employee made timely application to the HOS.

### *Reinstatement of Accrued Sick Leave upon Re-Hire Within One Year*

If your employment with the HOS terminates (whether voluntarily or involuntarily) and you are re-hired by the HOS within one year, any previously accrued and unused sick leave will be reinstated and be made available for immediate use.

## **STATE DISABILITY BENEFITS**

Employees who are absent because of their own disability may be eligible for State Disability Insurance (SDI) benefits. SDI payments do not begin until after an employee has been absent from work for seven calendar days. If you have accrued paid sick leave, sick leave will be used for the first seven days, before SDI payments begin. If you have no accrued sick leave, any accrued vacation will be used during this waiting period.

SDI benefits do not replace all of your usual pay. Your SDI benefits will be supplemented with any accrued and unused sick leave. If you have no sick leave, or once you exhaust your sick leave, accrued and unused vacation will be used to supplement your SDI benefits.

## VICTIMS OF CRIME LEAVE

An employee who is a victim or is the family member who is the victim of a crime may take time off from work under the following circumstances:

- The crime must be a violent or serious felony, as defined by law; and
- You must be the victim of a crime, or you must be an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim.

The absence from work must be required to attend judicial proceedings related to a crime listed above.

Before you are absent for such a reason, you must provide documentation of the scheduled proceeding. Such notice is typically given to the victim of the crime by a court or government agency setting the hearing, a district attorney or prosecuting attorney's office or a victim/witness office.

If advance notice is not possible, you must provide appropriate documentation within one-week after the absence.

Any absence from work to attend judicial proceedings will be unpaid, unless you choose to take paid time off, such as accrued vacation or sick leave.

## VACATION

All part-time and full-time employees shall accrue vacation time after completion of the 90-day probationary period. Vacation time is paid time off provided by the HOS to give eligible employees the opportunity to relax and refresh themselves. You may not use vacation for sick leave. Eligible employees are entitled to vacation based upon their years of active service. Active service commences with your first day of work and continues thereafter unless broken by an absence without pay, a leave of absence, or termination of employment.

Full-time employees are eligible for paid vacation time in accordance with the following schedule.

Part-time employees are eligible for vacation pay in proportion to the number of hours they work. Temporary employees do not accrue paid vacation.

Vacation accrues at a prorated amount each pay period and can accrue to a maximum number of unused hours. Once this cap is reached, no further vacation will accrue until some vacation is used so you are below your cap.

<b>Years of Eligibility</b>	<b>Days / Hours Accrued Per Year</b>	<b>Accrual Rate Per Pay Period</b>	<b>Maximum Accrual</b>
First 12 months (pre-eligibility)	0	0	0
Years 2 - 5 after eligibility met	10 Days / 80 Hours	3.08 Hours	160 Hours
Years 6 - 10 after eligibility met	15 Days / 120 Hours	4.62 Hours	180 Hours
Years 11 + after eligibility met	20 Days / 160 Hours	6.15 Hours	200 Hours

Vacation schedules must be coordinated and cleared with the Personnel Manager and are subject to Personnel Manager discretion. The HOS schedules determine permissible vacation periods.

An employee whose employment terminates will be paid for unused accrued vacation days on a pro rata basis.

### *Vacation Cash Out*

As a benefit to HOS employees, up to 80 hours of available earned unused vacation time may be "cashed out" bi-annually in April and December. The vacation "cash out" request must be submitted via a Vacation Cash Out Request Form contained in **Appendix A** to the Personnel Manager at least 10 business days before the next pay period ending date for processing. The vacation "cash out" hours are paid as regular hours, not subject to the overtime provision and subject to standard withholding deductions (e.g., taxes and social security).

## **VOLUNTEER CIVIL SERVICE PERSONNEL**

No employee shall be disciplined for taking time off to perform emergency duty as a volunteer firefighter, peace officer, or emergency rescue personnel. You are also eligible for unpaid leave for required training. If you are an official volunteer firefighter, please alert the Personnel Manager that you may have to take time off for emergency duty. When taking time off for emergency duty, please alert the Personnel Manager before doing so when possible.

## **BENEFITS**

### **EXTERNAL EMPLOYEE EDUCATION**

Some employees may need to attend training programs, seminars, conferences, lectures, meetings, or other outside activities for the benefit of the HOS or the individual employees. Attendance at such activities, whether required by the HOS or requested by individual employees, requires the written approval of the Personnel Manager. To obtain approval, any employee wishing to attend an activity must submit a written request detailing all relevant information, including date, hours, location, cost, expenses, and the nature, purpose, and justification for attendance. Attendance at any such event is subject to the following conditions.

- For attendance at events required or authorized by the HOS, customary and reasonable expenses will be reimbursed upon submission of proper receipts. Acceptable expenses generally include registration fees, materials, meals, transportation, and parking.
- Employee attendance at authorized outside activities will be considered hours worked for non-exempt employees and will be compensated in accordance with normal payroll practices. Please refer to the "Wages" section on this Handbook for information regarding compensation for attendance at meetings and/or training.

This employee benefit does not apply to an employee's voluntary attendance, outside of normal working hours, at formal or informal educational sessions, even if such sessions generally may lead to improved job performance. While the HOS generally encourages all employees to improve their knowledge, job skills, and promotional qualifications, such voluntary activities do not qualify for reimbursement or compensation unless prior written approval is obtained as described above.

### **HOLIDAYS**

The HOS observes the same holidays as the City of San Diego, and as stipulated in the Special Use Permit granted to the House of Pacific Relations (HPR) by the City.

Each non-exempt employee is eligible for paid holidays immediately upon hire.

Part-time employees are eligible for holiday pay in proportion to the number of hours they normally would be scheduled to work.

To be eligible for holiday pay, employees must be regularly scheduled to work on the day that the holiday is observed and must work regularly scheduled working days immediately preceding and immediately following the holiday, unless the Personnel Manager approves an absence on either day in advance. If you are required to work on a paid scheduled holiday, you will receive double time pay.

## WORKERS' COMPENSATION

The HOS, in accordance with state law, provides insurance coverage for employees in case of work-related injury. The workers' compensation benefits provided to injured employees may include:

- Medical care;
- Cash benefits, tax free, to replace lost pay, and
- Assistance to help qualified injured employees return to suitable employment.

To ensure that you receive any workers' compensation benefits to which you may be entitled, you must:

- Immediately report any work-related injury to the Personnel Manager;
- Seek medical treatment and follow-up care if required;
- Complete a written Employee's Claim Form (DWC Form 1) and return it to the Personnel Manager (See **Appendix B**); and
- Provide the HOS with a certification from your health care provider regarding the need for workers' compensation disability leave, as well as your eventual ability to return to work from the leave.

After an injury, it is your responsibility to provide the Personnel Manager with regular updates regarding doctor appointments, surgeries and other procedures. If you are going to miss any hours of regular work because of an injury sustained on the job, you must arrange your absence in advance. It is also your responsibility to provide the Personnel Manager with any temporary or permanent work restrictions provided by your doctor. Failure to comply with these provisions may result in disciplinary measures up to and including termination.

### *Return to Work After Work Related Injury*

Upon submission of a medical certification that an employee is able to return to work after a workers' compensation leave, the employee will be reinstated under most circumstances to the same position held at the time the leave began, or to an equivalent position, if available. An employee returning from a workers' compensation leave has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if the employee on workers' compensation leave would have been laid off had he or she not gone on leave, or if the employee's position has been eliminated or filled in order to avoid undermining the HOS's ability to operate safely and efficiently during the leave, and no equivalent or comparable positions are available, then the employee would not be entitled to reinstatement.

An employee's return depends on his or her qualifications for any existing openings. If, after returning from a workers' compensation disability leave, an employee is unable to perform the essential functions of his or her job because of a physical or mental disability, the HOS's obligations to the employee may include reasonable accommodation, as governed by the

Americans with Disabilities Act. The law requires the HOS to notify the workers' compensation insurance company of any concerns of false or fraudulent claims.

### *Workers' Compensation and Sick Leave*

Paid sick leave is a benefit that also covers absences for work-related illness or injury. Employees who have a work-related illness or injury are covered by workers' compensation insurance. However, workers' compensation benefits usually do not cover absences for medical treatment. When you report a work-related illness or injury, you will be sent for medical treatment, if treatment is necessary. You will be paid your regular pay for the time you spend seeking initial medical treatment for a work-related injury.

Any further medical treatment will be under the direction of the health care provider. Any absences from work for follow-up treatment of a work-related injury, physical therapy or other prescribed appointments will not be paid as time worked. If you have accrued sick leave, the additional absences from work will be paid with the use of sick leave.

If you do not have accrued paid sick leave, or if you have used all of your sick leave, you may choose to substitute vacation for further absences from work, related to your work-related illness or injury.

## **MANAGEMENT**

### **EMPLOYEE PROPERTY**

An employee's personal property, including but not limited to packages, purses, and backpacks, may be inspected whenever the Board of Directors deems it appropriate.

### **EMPLOYMENT OF RELATIVES**

Relatives of employees may be eligible for employment with the HOS only if individuals involved do not work in a direct supervisory relationship, or in job positions in which a conflict of interest could arise. The HOS defines "relatives" as spouses, registered domestic partners, children, siblings, parents, in-laws, and step-relatives.

Present employees who marry or become registered domestic partners will be permitted to continue working in the job position held only if they do not work in a direct Personnel Manager relationship with one another or in job positions involving conflict of interest.

### **NAMES AND ADDRESSES**

The HOS is required by law to keep current all employees' names and addresses. Employees are responsible for notifying the HOS in the event of a name, physical or email address, or telephone number change.

### **OPEN DOOR POLICY**

Suggestions for improving the HOS are always welcome. At some time, you may have a complaint, suggestion, or question about your job, your working conditions, or the treatment you are receiving. Your good-faith complaints, questions, and suggestions are of concern to the HOS. If this situation arises, we request that you follow these steps.



- Inform the Personnel Manager of your concern(s) and request them to investigate the situation and provide a solution or explanation.
- If the Personnel Manager is unable to provide a satisfactory solution, you may present a grievance to the HOS Secretary, as provided for HOS Administrative Handbook Procedure Pro-2002. This procedure provides for a formal investigation by an appointed Grievance Committee.

This procedure, which we believe is important for both you and the HOS, cannot guarantee that every problem will be resolved to your satisfaction. However, the HOS values your observations and you should feel free to raise issues of concern, in good faith, without the fear of retaliation.

## PERFORMANCE EVALUATIONS

Each employee may receive periodic performance reviews conducted by the Personnel Manager. Your first performance evaluation will take place after completion of your probationary period. Subsequent performance evaluations may be conducted annually, or on or about the anniversary date of your employment with the HOS. The frequency of performance evaluations may vary depending upon length of service, job position, past performance, changes in job duties, or recurring performance problems.

Your performance evaluations may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude, and your attitude toward others. The performance evaluations are intended to make you aware of your progress, areas for improvement, and objectives or goals for future work performance. Favorable performance evaluations do not guarantee increases in salary or promotions. Salary increases and promotions are solely within the discretion of the HOS and depend upon many factors in addition to performance. After the evaluation, you will be required to sign the evaluation report simply to acknowledge that it has been presented to you, that you have discussed it with the Personnel Manager, and that you are aware of its contents.

## PERSONNEL RECORDS

You have a right to inspect documents in your personnel file, as provided by law (California Labor Code §§ 1198.5, 226, and 432), in the presence of an HOS representative at a mutually convenient time. No copies of documents in your file may be made with the exception of documents that you have previously signed. You may add your comments to any disputed item in the file as a separate written statement; however, the employee may not alter any documents in the file.

The HOS will restrict disclosure of your personnel file to authorized individuals within the HOS. Any request for information contained in personnel files must be directed to the Personnel Manager. Only the Personnel Manager is authorized to release information about current or former employees. Disclosure of personnel information to outside sources will be limited. However, the HOS will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations and as otherwise legally required.

## EMPLOYER PROPERTY

### HOS PROPERTY

Desks, computers and all office equipment are the property of the HOS and must be maintained according to HOS rules and regulations. They must be kept clean and are to be used only for work-related purposes. The HOS reserves the right to inspect all HOS property to ensure compliance with its rules and regulations, without notice to the employee and at any time, not necessarily in the employee's presence.

HOS voice mail and/or electronic mail (e-mail) are to be used for HOS purposes only. The HOS reserves the right to monitor voice mail messages and e-mail messages to ensure compliance with this requirement, without notice to the employee and at any time, not necessarily in the employee's presence. (Also, see the Electronic Media section below.)

The HOS owns the HOS e-mail system and all of its contents. Employees must not expect their computer usage or e-mail accounts to be private.

The HOS may periodically need to assign and/or change "passwords" and personal codes for voice mail, e-mail, computer, etc. These communication technologies and related storage media and databases are to be used only for HOS business and they remain the property of the HOS. The HOS reserves the right to keep a record of all passwords and codes used and/or may be able to override any such password system.

Prior authorization must be obtained before any HOS property may be removed from the premises.

For security reasons, employees should not leave personal belongings of value in the workplace. The HOS is not responsible for lost or stolen items.

Terminated employees shall remove any personal items at the time they leave the HOS. Personal items left in the workplace are subject to disposal if not claimed at the time of an employee's termination.

## HOUSEKEEPING

All employees are expected to keep their work areas clean and organized each day. Employees using common areas such as the office, kitchen, restrooms, and patio are expected to keep them sanitary. Please clean up after meals and dispose of trash properly.

## OFF-DUTY USE OF FACILITIES

Employees are prohibited from remaining on the HOS premises or making use of HOS facilities while not on duty (exempt employees are excluded). Employees are expressly prohibited from using HOS facilities, HOS property, or HOS equipment for personal use.

## PARKING

The HOS does not have any designated parking spaces within Balboa Park. Employees may park in any unreserved parking spaces within the park. The HOS is not responsible for any loss or damage to employee vehicles or contents while parked within Balboa Park.

## PERSONAL USE OF PHONE

Employees are prohibited from using HOS phones and any other HOS property to conduct personal business. Phone use is limited to HOS business related emergencies.

## SMOKING

Smoking is prohibited throughout all grounds and buildings within Balboa Park; therefore, HOS employees smoking is prohibited anywhere within Balboa Park (see HOS Administrative Handbook Policy P 201).

## SOLICITATION AND DISTRIBUTION OF LITERATURE

In order to ensure efficient operation of the HOS's business and to prevent disruption to employees, the HOS controls the solicitations and distribution of literature on HOS premises.

Under no circumstances will non-employees be permitted to solicit or to distribute non-approved written material for any purpose on HOS property.

Any employee who is in doubt concerning the application of this rule should consult with the Personnel Manager.

## USE OF ELECTRONIC MEDIA

### *Internet Usage*

Internet use, on HOS time, is authorized to conduct HOS business only.

### *Security*

Under no circumstances may HOS computers or other electronic equipment be used to obtain, view, or reach any pornographic, or otherwise immoral, unethical, or non-HOS-related Internet sites. Doing so can lead to disciplinary action up to and including termination of employment.

Employees may not use HOS Internet Access for personal use during working hours.

### *Email Usage*

Use of the HOS email system by employees for personal use is not permitted.

### *Unacceptable Computer Related Behavior*

- Use of HOS communications systems to set up personal businesses or send chain letters,
- Forwarding of HOS confidential messages to external locations,
- Distributing, disseminating or storing images, text or materials that might be considered indecent, pornographic, obscene or illegal or otherwise offensive,
- Distributing, disseminating or storing images, text or materials that might be considered discriminatory, offensive or abusive, in that the context is a personal attack, sexist or racist, or might be considered as harassment,
- Accessing copyrighted information in a way that violates the copyright,
- Breaking into the HOS's or another organization's system or unauthorized use of a password/mailbox,
- Broadcasting unsolicited personal views on social, political, religious or other non-HOS related matters,
- Transmitting unsolicited commercial or advertising material,
- Undertaking deliberate activities that waste staff effort or networked resources, and

- Introducing any form of computer virus or malware into the corporate network.

## SOCIAL MEDIA

Definition - For the purposes of this Employee Handbook, social media should be understood to include any website or forum that allows for open communication on the internet including, but not limited to:

- Social and professional networking sites (e.g., LinkedIn, Facebook, Tumblr);
- Micro-blogging sites (e.g., Twitter);
- Blogs (including HOS and personal blogs) and other online journals and diaries;
- Bulletin boards and chat rooms;
- Online encyclopedias (e.g., Wikipedia);
- Video and photo-sharing websites (e.g., YouTube, Flickr);
- Employee review sites (Glassdoor, vault); and
- Social media activity not only includes adding posts/content, but also includes permitting or failing to remove posts/content by others when the employee has control over the forum, such as a personal page or blog.

### *Application*

Employees' social media activity is limited to HOS activities, employees, visitors, or activity that identifies an employee's affiliation with HOS (other than as an incidental mention of place of employment in personal social media activity unrelated to HOS. This restriction applies to social media activity when on- or off-duty, while using HOS or personal electronic resources, and whether or not the employee posts anonymously or using a pseudonym.

### *Use at Work or on Employer Equipment*

Employees must limit their use of social media during working hours or on equipment provided by HOS unless such use is work-related or authorized by the Personnel Manager or other authorized personnel of HOS. Employees should not use HOS-provided email addresses to register on social networks, blogs or other websites for personal use.

### *Application of Other Restrictions*

HOS restrictions regarding discrimination, harassment, retaliation and protection of HOS confidential information apply to social media use.

### *Personal Opinions*

Employees should express only personal opinions online and should never represent themselves as a spokesperson for HOS unless given explicit permission or approval to do so. An employee who chooses to post online content relating to HOS should make it clear that he or she is not speaking on behalf of HOS.

### *Endorsements*

An employee who seeks to endorse HOS in social media should disclose his or her affiliation with HOS.

### *Confidential Information*

Employees should aim to protect HOS trade secrets and private, confidential and proprietary information. Employees should make sure that online postings do not violate any nondisclosure or confidentiality obligations or disclose HOS's confidential or proprietary information.

### *Intellectual Property Laws*

Employees should respect and comply with all copyright, patent, trademark and intellectual property laws and to avoid violating the intellectual property rights of the HOS or others. Employees are prohibited from using the HOS logos for any business/commercial venture without HOS approval.

### *Privacy Settings*

Employees should use privacy settings to restrict access by others to personal content posted on social media websites.

### *Demonstrate Respect*

Employees should not post content that:

- is threatening, abusive, offensive or knowingly false;
- disparages the employer's products or services; or
- depicts the employee engaging in conduct that violates HOS policy or that is unlawful.

### *Personal Information*

Employees should safeguard sensitive personal information and avoid posting their own or other's personal information that may be used to commit identity theft, such as credit card numbers, driver's license numbers and Social Security Numbers.

### *HOS-Related Social Media Accounts*

All HOS-related social media accounts and related postings maintained by employees for marketing and/or networking purposes remain the property of HOS at all times. All information, including the account, login and password shall be provided to HOS at the end of the employee's employment. No employee has the right to use the account after termination of employment, and only HOS is permitted to change account names and settings.

### *Retaliation*

HOS will not take any adverse action (e.g., discipline, transfer, termination) against any employee for reporting a possible misuse of social media or cooperating in any investigation with respect to a potential social media violation. Any employee who retaliates against another employee will be subject to disciplinary action, up to and including termination.

### *Media Inquiries*

Any media inquiry for comment on HOS' behalf must be directed to the Board of Directors.

### *Internal Contact*

Any concerns about social media content posted by others related to HOS must be directed to the Board of Directors.

### *Connecting with Management via Social Media*

Employees are cautioned against "friending," following or otherwise connecting with each other on personal social media accounts as access may reveal personal and private issues.

### *References*

Employees must direct all requests for recommendations or references received through social media to the Board of Directors.

### *Work-Related Concerns*

Employees are requested to address any work-related concerns directly with the Personnel Manager rather than through social media. This is not intended to prohibit employees from using social media.

Where applicable law permits, the HOS reserves the right to monitor employees' use of any social media and to take appropriate action with respect to inappropriate or unlawful postings. The need to monitor may arise in cases where HOS has specific information about work-related misconduct or criminal activities or the unauthorized transfer of the employer's confidential and proprietary information or HOS need to comply with applicable federal, state or regulatory requirements. The HOS will monitor social media to the extent permitted by law and will take disciplinary action, up to and including termination, against those who violate the policy.

## **EMPLOYEE CONDUCT**

### **CONDUCTING PERSONAL BUSINESS**

Employees are to conduct only HOS business while at work. Employees may not conduct personal business or business for another employer during their scheduled working hours.

### **CONFIDENTIALITY**

Each employee is responsible for safeguarding confidential information obtained during employment. In the course of your work, you may have access to confidential information regarding the HOS, its visitors, or perhaps even fellow employees. You have a responsibility to prevent revealing or divulging any such information unless it is necessary for you to do so in the performance of your duties. Access to confidential information should be on a "need-to-know" basis and must be authorized by the Personnel Manager. Any breach of confidentiality will not be tolerated and could result in legal action against the HOS and can lead to disciplinary action up to and including termination of employment.

### **CONFLICTS OF INTEREST AND PERSONNEL MANAGER AND SUBORDINATE RELATIONSHIPS**

Relationships that create an actual or potential conflict of interest are strictly prohibited, including but not limited to romantic involvement, direct employment, granting loans or providing other monetary support, giving or receiving anything other than token gifts. Personal or romantic involvement with a visitor or other employee of the HOS, which impairs an employee's ability to exercise good judgment on behalf of the HOS, creates an actual or potential conflict of interest.

An employee involved in any perceived conflict of interest situation should fully disclose the relevant circumstances to the Personnel Manager for a determination about whether a potential or actual conflict exists. If an actual or potential conflict exists, the HOS may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action, up to and including immediate termination.

### **PUBLIC RELATIONS**

The HOS's reputation has been built on our presentation of Spain's history and culture and welcoming visitors to the casita. To maintain this reputation requires the active participation of every employee.

Your employment places you in close contact with visitors to the casita, and you are expected to be polite, courteous, and attentive whatever the circumstances. When an employee encounters an uncomfortable situation that he or she does not feel capable of handling, the Personnel Manager should be contacted as soon as possible. Never regard a visitor or family member's question or concern as an interruption or an annoyance. You must respond to inquiries, whether in person or by telephone, promptly and professionally. If a problem develops or if a visitor is dissatisfied, ask the Personnel Manager to intervene.

Through your conduct, show your desire to assist visitors in obtaining the help they need. If you are unable to help, find someone who can.

All correspondence and documents must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we interact.

## **CONVERSING WITH VISITORS, STAFF AND OR OTHERS**

We recognize that often our employees may be dealing with personal issues or problems. Although we are sensitive to this, please refrain from discussing your personal life with visitors, staff or anyone else while on the job.

Our focus while at work should be on the HOS casita visitors and on those interested in Spanish culture and history. At times, visitors, staff, etc. may ask about your well-being, but in keeping with a professional environment, we ask that you refrain from excessive personal conversation.

## **ENGLISH LANGUAGE USAGE**

You must render the appropriate respect and dignity of the visitors who only understand English by speaking to them in English while in their presence or while providing them information. You may speak Spanish if the person you are speaking with is a Spanish speaker, but at all times you must show consideration and respect for the visitors.

## **PERSONAL TELEPHONE CALLS**

While on duty, you are expected to perform your job assignment. You may not make or receive personal telephone calls during this time, except in emergencies. Please ask your family and friends not to call the HOS to talk to you or leave a message unless there is an emergency.

Employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of HOS phones. Personal calls during the work hours, regardless of the phone used can interfere with employee productivity and be distracting to others. Therefore, employees are asked to make personal calls during breaks and lunch period and to ensure that friends and family members are aware of the HOS policy. Personal cell phones must remain on vibrate or off while you are on duty. The HOS will not be liable for the loss of personal cellular phones brought into the workplace. Violation of this protocol will subject an employee to disciplinary action up to and including immediate termination.

## **DRESS CODE AND OTHER PERSONAL STANDARDS**

Because each employee is a representative of the HOS, each employee must report to work professionally groomed and wearing appropriate clothing. Employees are expected to dress neatly and in a manner consistent with the nature of the work performed, and are expected to come to work with clean nails, teeth, hair, shoes, body and clothing. Employees who report to work inappropriately dressed or groomed may be asked to clock out and return in acceptable attire.

Acceptable clothing for decent employees includes suits, sport coats, dress shirts, slacks, blouses, sweaters, skirts (no mini-skirts) and business appropriate sleeveless tops and dresses. All clothing should be clean and without rips or holes. Proper undergarments must be worn at all times. Jeans, Bermuda and/or above the knee Capri's, T-shirts, hats, tank or halter tops, casual shoes or sneakers are not proper attire.

## GROOMING

All employees should maintain a clean and groomed appearance. Hairstyles, hair color, beards, moustaches, sideburns, and other appearance-related items should present a neat and professional style. While employees may have a variety of hairstyles and colors, extreme styles or colors are not acceptable.

## OTHER

The HOS expects its employees to project a good public image. Therefore, the HOS expects its employees to use good judgment. Tattoos that a reasonable person would find to be offensive, suggestive, or lewd must be covered at all times while the employee is on duty.

The HOS also restricts the wearing of jewelry, posts, pins, or other adornments of a size or in a location that could be a potential safety hazard to the employee or are such that a reasonable person would find them to be offensive.

The Personnel Manager is responsible for insuring that employees adhere to the policies above. Employees found to be in violation will be asked to remove the article while the employee is on duty. Failure to conform will be seen as insubordination and may result in disciplinary action up to and including termination.

The HOS Board of Directors will be the sole judge with respect to what is considered appropriate professional appearance and grooming. Such discretion will be exercised in a reasonable manner.

## DRUG AND ALCOHOL ABUSE

The HOS strongly supports the philosophy and practice of maintaining safe and efficient working conditions for our employees. We care about each of our employees and the use of alcohol, illegal drugs, or controlled substance, whether on or off the job, can detract from your health, safety, and work performance.

A conviction on a charge of illegal sale or possession of any controlled substance will not be tolerated if such conduct, whether on or off duty, reflects adversely on the HOS. We reserve the right to conduct searches and to implement other measures necessary to deter and detect abuse of this protocol.

This protocol applies to all employees while on paid HOS time or on HOS business. Behavior violating this protocol includes, but is not limited to:

- Possession or use of an illegal or controlled substance (including medical marijuana) or alcoholic beverage, or being under the influence of an illegal or controlled substance or alcoholic beverage while on the job;
- Failure to pass alcohol/drug testing during work hours;
- Distribution, sale, or purchase of an illegal or controlled substance while on the job.



### *Prescription Drugs*

If you are using prescription or over-the-counter drugs that may impair your ability to safely perform your work, or affect the safety or well-being of others, notify the Personnel Manager of such use before starting or resuming work.

### *Medical Marijuana*

Many states, including California, allow prescriptions for medical marijuana. However, this is still considered an illegal drug by the federal government. As such, and in accordance with the HOS Alcohol, Drugs, and Smoking Policy P 201, testing positive for marijuana will be cause for immediate termination regardless of whether or not you have a prescription or medical marijuana card.

### *Treatment*

The HOS will encourage and reasonably accommodate employees with alcohol or drug dependencies to seek treatment and/or rehabilitation. Employees desiring such assistance should request a personal leave. The HOS is not obligated, however, to continue to employ any person whose performance of essential job duties is impaired because of drug or alcohol use, nor is the HOS obligated to re-employ any person who has participated in treatment and/or rehabilitation if your job performance remains impaired because of dependency. Additionally, employees who are given the opportunity to seek treatment and/or rehabilitation, but fail to successfully overcome their dependency or problem, will not automatically be given a second opportunity to seek treatment and/or rehabilitation. This approach to treatment and rehabilitation is not intended to affect the HOS's treatment of employees who violate the regulations described previously. Rather, rehabilitation is an option for an employee who acknowledges a chemical dependency and voluntarily seeks treatment to end their dependency.

### *Post-Accident Drug Testing*

Any employee who is involved in a workplace-related accident and/or injury may be required to undergo testing within four hours of the incident or as soon as physically able.

### *Reasonable Suspicion Testing*

An employee may be sent for testing based on "reasonable suspicion." Reasonable suspicion is based on facts and observations, usually by two witnesses. Specific objective facts and rational inferences drawn from those facts may justify reasonable suspicion. Evidence can include, but is not limited to, alcohol on the breath, lapses in performance, inability to appropriately respond to questions, physical symptoms of alcohol or drug influence, odor of marijuana, dilated or constricted pupils or unusual eye movement, or sleepiness. Failure to complete testing upon the HOS request may result in termination of employment.

## **NEWS MEDIA CONTACTS**

Employees shall not make statements to any media. Only specific contact people as designated by the Board of Directors may comment to news reporters on HOS policy or events.

## **OFF-DUTY EMPLOYMENT**

While employed by the HOS, employees are expected to devote their energies to their jobs with the HOS. The following types of employment elsewhere are strictly prohibited:

- Additional employment that conflicts with an employee's work schedule, duties, and responsibilities at the HOS,

- Additional employment that creates a conflict of interest or is incompatible with the employee's position with the HOS,
- Additional employment that impairs or has a detrimental effect on the employee's work performance with the HOS, and
- Additional employment that requires the employee to conduct work or related activities on HOS property during the employer's working hours or using HOS facilities and/or equipment.

Employees who wish to engage in additional employment that may create a real or apparent conflict of interest must submit a written request to the Personnel Manager explaining the details of the additional employment. If the additional employment is authorized, the HOS assumes no responsibility for other employment. The HOS shall not provide workers' compensation coverage or any other benefit for injuries occurring from or arising out of additional employment. Authorization to engage in additional employment can be revoked at any time.

## PROHIBITED CAMERA PHONE

The HOS prohibits the use of the personal cell phone camera feature and/or the recording feature and other personal electronic devices within or adjacent to the HOS casita. This is to protect the privacy and confidentiality of all individuals.

## PROHIBITED CONDUCT

The following conduct is prohibited and will not be tolerated. This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, employee welfare and HOS operations is also prohibited. Conduct discussed elsewhere in this Handbook might also qualify as prohibited conduct.

- Falsifying employment records, employment information, or other HOS records;
- Recording the work time of another employee or allowing any other employee to record your worktime, or falsifying any time card, either your own or another employee's;
- Theft and deliberate or careless damage or destruction of any HOS premises, or the property of any employee or visitor;
- Removing or borrowing HOS property without prior authorization;
- Unauthorized use of HOS equipment, time, materials, or facilities;
- Provoking a fight or fighting during working hours or on HOS premises;
- Threatening another employee;
- Any physical harm to any employee or visitor;
- Participating in horseplay or practical jokes on HOS time or on HOS premises;
- Carrying firearms or any other dangerous weapons on HOS premises at any time;
- Engaging in criminal conduct at any time and whether or not related to job performance;
- Causing, creating, or participating in a disruption of any kind during working hours on HOS premises;
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of the Personnel Manager or member of the Board of Directors, or the use of abusive or threatening language toward the Personnel Manager or members of the Board of Directors;
- Using abusive or offensive language at any time on HOS premises;
- Failing to notify a Personnel Manager when unable to report to work;
- An unreported absence for a period of two consecutive work days will indicate you have abandoned your employment;

- Failing to obtain permission to leave work for any reason during normal working hours;
- Failing to observe working schedules, including rest and lunch periods;
- Failing to provide a physician's certificate when requested or required to do so;
- Sleeping or malingering on the job;
- Working overtime without authorization or refusing to work assigned overtime;
- Violating any safety, health, security or any HOS policy, rule, or procedure;
- Committing a fraudulent act or a breach of trust under any circumstances; and
- Committing of or involvement in any act of unlawful harassment of another individual.

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

## PUNCTUALITY AND ATTENDANCE

As an employee of the HOS, you are expected to be punctual and regular in attendance. Any tardiness or absence causes problems for your fellow employees and the Personnel Manager.

Each employee shall be responsible for obtaining his or her scheduled work hours from the Personnel Manager. The Personnel Manager must approve deviations from the schedule in advance.

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

If you are unable to report for work on any particular day, you must contact the Personnel Manager at least one hour before the time you are scheduled to begin work for that day, except in the most extenuating circumstances. If you call less than one hour before your scheduled time to begin work and do not arrive in time for your assigned shift, you will be considered tardy for that day. In all cases of absence or tardiness, employees must provide the Personnel Manager with an honest reason or explanation. Employees also must inform the Personnel Manager of the expected duration of any absence. Excessive absenteeism or tardiness, whether excused or not, will not be tolerated and may be subject to disciplinary action up to and including termination.

If you fail to report for work without any notification to your Personnel Manager and your absence continues for a period of two days, the HOS will consider you to have abandoned your employment.

## REQUEST FOR TIME OFF

Employees who wish to take time off must submit written requests for Personnel Manager approval two weeks or more in advance of the date requested. The time line for the submission of this information shall be at the Personnel Manager's discretion. In emergencies shorter notice maybe accepted by the Personnel Manager.

Employees are not permitted to make up time during the workday or alter their work schedule when they are late to work unless the Personnel Manager has approved it in advance.

## WAGES

### PAY SCALE

#### Docent Pay Scale

HOS Docent employees are employed on an “at-will” basis as described in the Hiring Section of the HOS Employee Handbook. Docent employees are Per Diem employees who work 23 hours or less a week. Pay rates for Docent employees are as follows.

- Probation period: The probationary period is established as the first 90-days of employment. The pay scale during this period will be \$15.00 per hour.
- Annual Pay rate: The pay rate will be \$15.00 per hour for the first year of employment, including the probationary period.
- Pay increases: After the first year of employment, HOS may increase the pay rate based on annual Employee Performance Appraisals, length of employment, annual cost of living increases, or a combination of these factors.

#### Administrative Assistant Pay Scale

HOS Administrative Assistant employees are employed on an “at-will” basis as described in the Hiring Section of the HOS Employee Handbook. Administrative Assistant employees are Part-Time employees who work at least 24 hours a week, but less than 30 hours per week. Pay rates for Administrative Assistant employees are as follows.

- Probation period: The probationary period is established as the first 90-days of employment. The pay scale during this period will be negotiated.
- Annual pay rate: The pay rate will be negotiated.
- Pay increases: After the first year of employment, HOS may increase the pay rate based on annual Employee Performance Appraisals, length of employment, annual cost of living increases, or a combination of these factors.

### ADVANCES

The HOS does not permit advances against paychecks or against un-accrued vacation.

### REPORTING TO WORK PAY

The HOS will pay employees for half of the regularly scheduled workday if employees report to work as scheduled but no work is available. The HOS will pay employees two hours pay for mandatory staff meetings on unscheduled workdays.

The HOS will not pay employees for reporting under the following circumstances:

- Interruption of work because of the failure of any or all public utilities, or
- Interruption of work because of natural causes or other circumstances beyond the HOS’s power to control.

## MEAL AND REST PERIODS

Non-exempt (hourly) employees are required to take a meal period approximately in the middle of the workday. The length of the lunch period may vary, but a lunch period may not be less than one-half hour. Non-exempt employees may leave the premises during meal periods, but may not take more than their allotted time for each meal period.

Non-exempt employees who anticipate they will work during their meal period are required to complete a Meal Break Agreement. Contact the Personnel Manager to discuss a Meal Break Agreement. A Meal Period Waiver Agreement is included in **Appendix C**.

Non-exempt employees are allowed a 10-minute rest period for every four hours of work or major portion thereof.

Non-exempt employees are expected to observe assigned working hours and the time allowed for meal and rest periods. Non-exempt employees may leave the premises during rest periods, but may not take more than 10-minutes for each rest period.

The Personnel Manager will schedule your meal and rest periods.

## MILEAGE REIMBURSEMENT

Mileage from your home to the HOS casita will not be reimbursed.

Employees who are required to drive their own vehicles on HOS business will be required to show proof of a current valid driving licenses and current effective insurance coverage before the first day of employment. Mileage from your home to the HOS casita will not be reimbursed.

The HOS retains the right to transfer to an alternative position, suspend, or terminate an employee whose license is revoked, or who fails to maintain personal automobile insurance coverage.

Employees who drive their own vehicles on HOS business will be reimbursed at current IRS reimbursement rate. A completed mileage reimbursement form must be submitted to the Personnel Manager at the end of each month (See **Appendix D**).

## OVERTIME FOR NON-EXEMPT EMPLOYEES

Employees may be required to work overtime as necessary. Only actual hours worked in a given workday or workweek can apply in calculating overtime. The Personnel Manager must previously authorize all overtime work. The HOS provides compensation for all overtime hours worked by non-exempt employees in accordance with state and federal law as follows:

- All hours worked in excess of eight hours in one workday or 40 hours in one workweek will be treated as overtime.
- Exempt employees may have to work hours beyond their normal schedules as work demands require. No overtime compensation will be paid to exempt employees.

## PAY FOR MANDATORY MEETINGS/TRAINING

The HOS will pay non-exempt employees for their attendance at meetings, lectures, and training programs under the following conditions:

- The Personnel Manager has received advanced written request from employee and approved attendance,
- Attendance is mandatory,
- The meeting, course, or lecture is directly related to the employee's job,

- The employee who is required to attend such meetings, lectures, or training programs will be notified of the necessity for such attendance by the Personnel Manager, and
- Any hours in excess of eight in a day or 40 in a week will be paid at the appropriate overtime rate, at the hourly rate in effect at the time the overtime work is being performed.

## MONTHLY PAYMENTS

Employees will be paid twice a month. The payroll periods are from the 1<sup>st</sup> day to the 15<sup>th</sup> day of the month, and from the 16<sup>th</sup> day of the month to the last day of the month. Employees will receive their pay within ten days after the end of the pay period pursuant to the California Labor Code Section 207.

## DIRECT DEPOSIT

The HOS utilizes direct payroll deposit for employees. Direct deposit is established when you are hired and requires you to provide the HOS Treasurer with the routing number of your banking institution and an account number. At the end of the monthly pay period and approval of your time sheet, the HOS Treasurer will send a payment authorization to your bank. You should carefully monitor your payroll deposit statements for the first two pay periods after the service begins.

## RESIGNING EMPLOYEES

The HOS requests 14 days written notice of an employee's decision to leave employment at the HOS. A resigning employee will be paid within 72 hours of giving notice and approval of your final time sheet.

## TERMINATED EMPLOYEES

A discharged employee will be paid at the time of discharge.

## TIMEKEEPING REQUIREMENTS

All hourly (non-exempt) employees are required to use an HOS provided electronic device to record time worked for payroll purposes. Employees must record their own time at the start and at the end of each work period, including before and after the lunch break. Employees must also record their time whenever they leave the building for any reason other than for HOS business. Recording another employee's time worked, allowing another employee to record your time worked, or altering the time worked is not permissible and is subject to disciplinary action up to and including termination.

Any errors on your time record should be reported immediately to the Personnel Manager.

## WORK SCHEDULES

HOS is normally open for business for six hours between the hours of 10:30 a.m. and 4:30 p.m. Saturday and Sunday. The Personnel Manager will assign your individual work schedule. All employees are expected to be at the casita at the start of their scheduled shifts, ready to work.

Exchanging work schedules with other employees is discouraged. However, if you need to exchange schedules, notify the Personnel Manager, who may authorize an exchange. Work schedule exchanges will not be approved for the mere convenience of an employee or if the exchange interferes with normal operations or results in excessive overtime. Work schedule exchanges are at the complete discretion of the Personnel Manager.

## SAFETY AND HEALTH

### ERGONOMICS

The HOS is subject to Cal/OSHA ergonomics standards for minimizing workplace repetitive motion injuries. The HOS will make necessary adjustments to reduce exposure to ergonomic hazards through modifications to equipment and processes and employee training. The HOS encourages safe and proper work procedures and requires all employees to follow safety instructions and guidelines.

The HOS believes that reduction of ergonomic risk is instrumental in maintaining an environment of personal safety and well-being, and is essential in the HOS casita. We intend to provide appropriate resources to create a risk-free environment. If you have any questions about ergonomics, please contact the Personnel Manager.

### FIRE AND EARTHQUAKE SAFETY PLAN

The HOS has a Fire and Earthquake Safety Plan that covers a multitude of emergencies (see **Appendix E**). It is your responsibility to know what your role is during an emergency and to act in a calm and knowledgeable manner. Should a fire or earthquake occur, employees are expected to carry out the Fire and Earthquake Plan provisions to the best of their ability.

### INJURY AND ILLNESS PREVENTION PROGRAM

All employees are responsible for their own safety, as well as that of others in the workplace. To help the HOS maintain a safe workplace, everyone must be safety-conscious at all times. Report all work-related injuries or illnesses immediately to the Personnel Manager. In compliance with California law, and to promote the concept of a safe workplace, the HOS maintains an Injury and Illness Prevention Program. The Injury and Illness Prevention Program is available for review by employees and/or employee representatives in the HOS casita (See **Appendix F**).

In compliance with Proposition 65, the HOS will inform employees of any known exposure to a chemical known to cause cancer or reproductive toxicity.

### RECREATIONAL ACTIVITIES AND PROGRAMS

The HOS or its insurer will not be liable for payment of workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee's work-related duties.

### WORKPLACE SAFETY PLAN

The HOS has prepared a Workplace Safety Plan to help maintain a secure workplace (see **Appendix G**). A related document entitled Earthquake Preparedness Handbook is included as **Appendix I**.

## TERMINATION

### PROGRESSIVE DISCIPLINARY PROCEDURES

Violation of the HOS policies and rules may warrant disciplinary action. The HOS has established Progressive Disciplinary Procedures that includes verbal and written warnings; suspension and termination (see **Appendix H**).

The HOS may utilize an alternative form of discipline whenever it is deemed appropriate under the circumstances. The HOS's policy of progressive discipline in no way limits or alters the at-will employment relationship.

### REDUCTIONS IN FORCE

Under some circumstances, the HOS may need to restructure or reduce its workforce. If restructuring our operations or reducing the number of employees becomes necessary, the HOS will attempt to provide advance notice, if possible, to help prepare affected individuals. If possible, employees subject to layoff will be informed of the nature of the layoff and the foreseeable duration of the layoff, whether short-term or indefinite.

In determining which employees will be subject to layoff, the HOS will take into account, among other things, operation and requirements, the skill, productivity, ability, and past performance of those involved, and also, when feasible, the employee's length of service.

#### Voluntary Termination

Voluntary termination results when an employee voluntarily resigns his or her employment at the HOS, or fails to report to work for two consecutively scheduled workdays without notice to, or approval by, the Personnel Manager. All HOS-owned property, including vehicles, keys, uniforms, identification badges, and credit cards, must be returned immediately upon termination of employment.

### EMPLOYEE REFERENCES

All requests for references must be directed to the Personnel Manager. No other HOS employee or members are authorized to release references for current or former employees. The HOS discloses only the dates of employment and the title of the last position held of former employees. If you authorize the disclosure in writing, the HOS also will inform prospective employers of the amount of salary or pay you last earned.



## RECEIPT OF EMPLOYEE HANDBOOK

I have received my copy of the HOS's employee handbook. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the handbook.

I understand that, except for employment at-will status, the HOS can change all policies or practices at any time. The HOS reserves the right to change my hours, pay, and working conditions at any time. I understand and agree that only the HOS Personnel Manager has the authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the Personnel Manager has the authority to make any such agreement and then only in writing, and signed by the House of Spain President.

I understand and agree that nothing in the Employee Handbook that creates, or is intended to create, a promise or representation of continued employment and that employment at the HOS is employment at-will; employment may be terminated at the will of either the HOS or myself. My signature certifies that I understand that the foregoing agreement is the sole and entire agreement between the HOS and myself concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings, and representations concerning my employment with the HOS.

Employee's Printed Name \_\_\_\_\_

Employee's Signature \_\_\_\_\_

Date \_\_\_\_\_

Copy to:

1. Employee
2. HOS file

**HOUSE OF SPAIN  
EMPLOYEE HANDBOOK**

**APPENDIX A**

**VACATION CASH OUT REQUEST FORM**

# HOUSE OF SPAIN EMPLOYEE HANDBOOK

## VACATION CASH OUT REQUEST FORM

As a benefit to HOS employees, up to eighty (80) hours of available earned unused vacation time may be "cashed out" bi-annually in April and December. The vacation "cash out" request must be submitted to the Personnel Manager at least ten (10) business days before the next pay period ending date for processing. The vacation "cash out" hours are paid as regular hours, not subject to the overtime provision and subject to standard withholding deductions (e.g., taxes and social security).

The following conditions apply to this request:

- Only annual leave may be used. An employee may not use nor convert sick leave for this purpose.
- Only hours which have already been accrued may be requested. Employees may not request future leave accruals which have not yet been earned at the time of the request.
- Employees with less than 48 hours are allowed to use their full available annual leave balance.
- Hours cannot be bought back at a later time for future use

If you would like to request a vacation cash out, complete the section below and submit this form to the HOS Personnel Manager.

### EMPLOYEE INFORMATION

Last Name, First Name: \_\_\_\_\_

### VACATION CASH OUT PAYMENT REQUEST

Number of Accrued Annual Leave Hours to Cash Out: \_\_\_\_\_(Hours)

Requested Pay Date: \_\_\_\_\_

### CERTIFICATION

This form serves as my formal request to have the specified annual leave hours paid out on the above date. I understand that my leave balances will be decreased by the number of hours I have requested for payment, and those hours will no longer be available for use as of the approval payroll date. I understand that this payment is subject to standard payroll deductions and is tax reportable. I also understand that, because this cash out is considered a supplemental payment by the IRS, a higher tax rate will apply to the vacation cash out hours I receive associated with this request. I further understand that the request for vacation cash out payment, once approved, is irrevocable.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### ADMINISTRATIVE USE ONLY

Current Annual Leave Balance: \_\_\_\_\_

Annual Leave Balance After Payment: \_\_\_\_\_

Employee has been approved and processed for payment: \_\_\_\_\_

Signature

Date

Cc: Employee

**HOUSE OF SPAIN  
EMPLOYEE HANDBOOK**

**APPENDIX B**

**Workers' Compensation Claim Form (DWC 1)**



## Workers' Compensation Claim Form (DWC 1) & Notice of Potential Eligibility Formulario de Reclamo de Compensación de Trabajadores (DWC 1) y Notificación de Posible Elegibilidad

If you are injured or become ill, either physically or mentally, because of your job, including injuries resulting from a workplace crime, you may be entitled to workers' compensation benefits. Use the attached form to file a workers' compensation claim with your employer. **You should read all of the information below.** Keep this sheet and all other papers for your records. You may be eligible for some or all of the benefits listed depending on the nature of your claim. If you file a claim, the claims administrator, who is responsible for handling your claim, must notify you within 14 days whether your claim is accepted or whether additional investigation is needed.

To file a claim, complete the "Employee" section of the form, keep one copy and give the rest to your employer. Do this right away to avoid problems with your claim. In some cases, benefits will not start until you inform your employer about your injury by filing a claim form. Describe your injury completely. Include every part of your body affected by the injury. If you mail the form to your employer, use first-class or certified mail. If you buy a return receipt, you will be able to prove that the claim form was mailed and when it was delivered. Within one working day after you file the claim form, your employer must complete the "Employer" section, give you a dated copy, keep one copy, and send one to the claims administrator.

**Medical Care:** Your claims administrator will pay for all reasonable and necessary medical care for your work injury or illness. Medical benefits are subject to approval and may include treatment by a doctor, hospital services, physical therapy, lab tests, x-rays, medicines, equipment and travel costs. Your claims administrator will pay the costs of approved medical services directly so you should never see a bill. There are limits on chiropractic, physical therapy, and other occupational therapy visits.

**The Primary Treating Physician (PTP)** is the doctor with the overall responsibility for treatment of your injury or illness.

- If you previously designated 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 Health Care Organization (HCO), in most cases, you will be treated in the MPN or HCO unless you predesignated your personal physician or a medical group. An MPN is a group of 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 unless you predesignated your personal physician or a medical group.
- If your employer has not put up a poster describing your rights to workers' compensation, you may be able to be treated by your personal physician right after you are injured.

Within one working day after you file a claim form, your employer or the claims administrator must authorize up to \$10,000 in treatment for your injury, consistent with the applicable treating guidelines until the claim is accepted or rejected. If the employer or claims administrator does not authorize treatment right away, talk to your supervisor, someone else in management, or the claims administrator. Ask for treatment to be authorized right now, while waiting for a decision on your claim. If the employer or claims administrator will not authorize treatment, use your own health insurance to get medical care. Your health insurer will seek reimbursement from the claims administrator. If you do not have health insurance, there are doctors, clinics or hospitals that will treat you without immediate payment. They will seek reimbursement from the claims administrator.

### **Switching to a Different Doctor as Your PTP:**

- If you are being treated in a Medical Provider Network (MPN), you may switch to other doctors within the MPN after the first visit.
- If you are being treated in a Health Care Organization (HCO), you may switch at least one time to another doctor within the HCO. You may switch to a doctor outside the HCO 90 or 180 days after your injury is reported to your employer (depending on whether you are covered by employer-provided health insurance).
- If you are not being treated in an MPN or HCO and did not predesignate, you may switch to a new doctor one time during the first 30 days after your injury is reported to your employer. Contact the claims administrator to switch doctors. After 30 days, you may switch to a doctor of your choice if

Si Ud. se lesiona o se enferma, ya sea físicamente o mentalmente, debido a su trabajo, incluyendo lesiones que resulten de un crimen en el lugar de trabajo, es posible que Ud. tenga derecho a beneficios de compensación de trabajadores. Utilice el formulario adjunto para presentar un reclamo de compensación de trabajadores con su empleador. **Ud. debe leer toda la información a continuación.** Guarde esta hoja y todos los demás documentos para sus archivos. Es posible que usted reúna los requisitos para todos los beneficios, o parte de éstos, que se enumeran dependiendo de la índole de su reclamo. Si usted presenta un reclamo, el administrador de reclamos, quien es responsable por el manejo de su reclamo, debe notificarle dentro de 14 días si se acepta su reclamo o si se necesita investigación adicional.

Para presentar un reclamo, llene la sección del formulario designada para el "Empleado," guarde una copia, y déle el resto a su empleador. Haga esto de inmediato para evitar problemas con su reclamo. En algunos casos, los beneficios no se iniciarán hasta que usted le informe a su empleador acerca de su lesión mediante la presentación de un formulario de reclamo. Describa su lesión por completo. Incluya cada parte de su cuerpo afectada por la lesión. Si usted le envía por correo el formulario a su empleador, utilice primera clase o correo certificado. Si usted compra un acuse de recibo, usted podrá demostrar que el formulario de reclamo fue enviado por correo y cuando fue entregado. Dentro de un día laboral después de presentar el formulario de reclamo, su empleador debe completar la sección designada para el "Empleador," le dará a Ud. una copia fechada, guardará una copia, y enviará una al administrador de reclamos.

**Atención Médica:** Su administrador de reclamos pagará por toda la atención médica razonable y necesaria para su lesión o enfermedad relacionada con el trabajo. Los beneficios médicos están sujetos a la aprobación y pueden incluir tratamiento por parte de un médico, los servicios de hospital, la terapia física, los análisis de laboratorio, las medicinas, equipos y gastos de viaje. Su administrador de reclamos pagará directamente los costos de los servicios médicos aprobados de manera que usted nunca verá una factura. Hay límites en terapia quiropráctica, física y otras visitas de terapia ocupacional.

**El Médico Primario que le Atiende (Primary Treating Physician- PTP)** es el médico con la responsabilidad total para tratar su lesión o enfermedad.

- Si usted designó previamente a su médico personal o a un grupo médico, usted podrá ver a su médico personal o grupo médico después de lesionarse.
- Si su empleador está utilizando una red de proveedores médicos (*Medical Provider Network- MPN*) o una Organización de Cuidado Médico (*Health Care Organization- HCO*), en la mayoría de los casos, usted será tratado en la *MPN* o *HCO* a menos que usted hizo una designación previa de su médico personal o grupo médico. Una *MPN* es un grupo de proveedores de asistencia médica quien da tratamiento a los trabajadores lesionados en el trabajo. Usted debe recibir información de su empleador si su tratamiento es cubierto por una *HCO* o una *MPN*. Hable con su empleador para más información.
- Si su empleador no está utilizando una *MPN* o *HCO*, en la mayoría de los casos, el administrador de reclamos puede elegir el médico que lo atiende primero a menos de que usted hizo una designación previa de su médico personal o grupo médico.
- Si su empleador no ha colocado un cartel describiendo sus derechos para la compensación de trabajadores, Ud. puede ser tratado por su médico personal inmediatamente después de lesionarse.

Dentro de un día laboral después de que Ud. Presente un formulario de reclamo, su empleador o el administrador de reclamos debe autorizar hasta \$10000 en tratamiento para su lesión, de acuerdo con las pautas de tratamiento aplicables, hasta que el reclamo sea aceptado o rechazado. Si el empleador o administrador de reclamos no autoriza el tratamiento de inmediato, hable con su supervisor, alguien más en la gerencia, o con el administrador de reclamos. Pida que el tratamiento sea autorizado ya mismo, mientras espera una decisión sobre su reclamo. Si el empleador o administrador de reclamos no autoriza el tratamiento, utilice su propio seguro médico para recibir atención médica. Su compañía de seguro médico buscará reembolso del administrador de reclamos. Si usted no tiene seguro médico, hay médicos, clínicas u hospitales que lo tratarán sin pago inmediato. Ellos buscarán reembolso del administrador de reclamos.

### **Cambiando a otro Médico Primario o PTP:**

- Si usted está recibiendo tratamiento en una Red de Proveedores Médicos

your employer or the claims administrator has not created or selected an MPN.

**Disclosure of Medical Records:** After you make a claim for workers' compensation benefits, your medical records will not have the same level of privacy that you usually expect. If you don't agree to voluntarily release medical records, a workers' compensation judge may decide what records will be released. If you request privacy, the judge may "seal" (keep private) certain medical records.

**Problems with Medical Care and Medical Reports:** At some point during your claim, you might disagree with your PTP about what treatment is necessary. If this happens, you can switch to other doctors as described above. If you cannot reach agreement with another doctor, the steps to take depend on whether you are receiving care in an MPN, HCO, or neither. For more information, see "Learn More About Workers' Compensation," below.

If the claims administrator denies treatment recommended by your PTP, you may request independent medical review (IMR) using the request form included with the claims administrator's written decision to deny treatment. The IMR process is similar to the group health IMR process, and takes approximately 40 (or fewer) days to arrive at a determination so that appropriate treatment can be given. Your attorney or your physician may assist you in the IMR process. IMR is not available to resolve disputes over matters other than the medical necessity of a particular treatment requested by your physician.

If you disagree with your PTP on matters other than treatment, such as the cause of your injury or how severe the injury is, you can switch to other doctors as described above. If you cannot reach agreement with another doctor, notify the claims administrator in writing as soon as possible. In some cases, you risk losing the right to challenge your PTP's opinion unless you do this promptly. If you do not have an attorney, the claims administrator must send you instructions on how to be seen by a doctor called a qualified medical evaluator (QME) to help resolve the dispute. If you have an attorney, the claims administrator may try to reach agreement with your attorney on a doctor called an agreed medical evaluator (AME). If the claims administrator disagrees with your PTP on matters other than treatment, the claims administrator can require you to be seen by a QME or AME.

**Payment for Temporary Disability (Lost Wages):** If you can't work while you are recovering from a job injury or illness, you may receive temporary disability payments for a limited period. These payments may change or stop when your doctor says you are able to return to work. These benefits are tax-free. Temporary disability payments are two-thirds of your average weekly pay, within minimums and maximums set by state law. Payments are not made for the first three days you are off the job unless you are hospitalized overnight or cannot work for more than 14 days.

**Stay at Work or Return to Work:** Being injured does not mean you must stop working. If you can continue working, you should. If not, it is important to go back to work with your current employer as soon as you are medically able. Studies show that the longer you are off work, the harder it is to get back to your original job and wages. While you are recovering, your PTP, your employer (supervisors or others in management), the claims administrator, and your attorney (if you have one) will work with you to decide how you will stay at work or return to work and what work you will do. Actively communicate with your PTP, your employer, and the claims administrator about the work you did before you were injured, your medical condition and the kinds of work you can do now, and the kinds of work that your employer could make available to you.

**Payment for Permanent Disability:** If a doctor says you have not recovered completely from your injury and you will always be limited in the work you can do, you may receive additional payments. The amount will depend on the type of injury, extent of impairment, your age, occupation, date of injury, and your wages before you were injured.

**Supplemental Job Displacement Benefit (SJDB):** If you were injured on or after 1/1/04, and your injury results in a permanent disability and your employer does not offer regular, modified, or alternative work, you may qualify for a nontransferable voucher payable for retraining and/or skill enhancement. If you qualify, the claims administrator will pay the costs up to the maximum set by state law.

**Death Benefits:** If the injury or illness causes death, payments may be made to a

(Medical Provider Network- MPN), usted puede cambiar a otros médicos dentro de la MPN después de la primera visita.

- Si usted está recibiendo tratamiento en un Organización de Cuidado Médico (Healthcare Organization- HCO), es posible cambiar al menos una vez a otro médico dentro de la HCO. Usted puede cambiar a un médico fuera de la HCO 90 o 180 días después de que su lesión es reportada a su empleador (dependiendo de si usted está cubierto por un seguro médico proporcionado por su empleador).
- Si usted no está recibiendo tratamiento en una MPN o HCO y no hizo una designación previa, usted puede cambiar a un nuevo médico una vez durante los primeros 30 días después de que su lesión es reportada a su empleador. Póngase en contacto con el administrador de reclamos para cambiar de médico. Después de 30 días, puede cambiar a un médico de su elección si su empleador o el administrador de reclamos no ha creado o seleccionado una MPN.

**Divulgación de Expedientes Médicos:** Después de que Ud. presente un reclamo para beneficios de compensación de trabajadores, sus expedientes médicos no tendrán el mismo nivel de privacidad que usted normalmente espera. Si Ud. no está de acuerdo en divulgar voluntariamente los expedientes médicos, un juez de compensación de trabajadores posiblemente decida qué expedientes serán revelados. Si usted solicita privacidad, es posible que el juez "selle" (mantenga privados) ciertos expedientes médicos.

**Problemas con la Atención Médica y los Informes Médicos:** En algún momento durante su reclamo, podría estar en desacuerdo con su PTP sobre qué tratamiento es necesario. Si esto sucede, usted puede cambiar a otros médicos como se describe anteriormente. Si no puede llegar a un acuerdo con otro médico, los pasos a seguir dependen de si usted está recibiendo atención en una MPN, HCO o ninguna de las dos. Para más información, consulte la sección "Aprenda Más Sobre la Compensación de Trabajadores," a continuación.

Si el administrador de reclamos niega el tratamiento recomendado por su PTP, puede solicitar una revisión médica independiente (*Independent Medical Review-IMR*), utilizando el formulario de solicitud que se incluye con la decisión por escrito del administrador de reclamos negando el tratamiento. El proceso de la IMR es parecido al proceso de la IMR de un seguro médico colectivo, y tarda aproximadamente 40 (o menos) días para llegar a una determinación de manera que se pueda dar un tratamiento apropiado. Su abogado o su médico le pueden ayudar en el proceso de la IMR. La IMR no está disponible para resolver disputas sobre cuestiones aparte de la necesidad médica de un tratamiento particular solicitado por su médico.

Si no está de acuerdo con su PTP en cuestiones aparte del tratamiento, como la causa de su lesión o la gravedad de la lesión, usted puede cambiar a otros médicos como se describe anteriormente. Si no puede llegar a un acuerdo con otro médico, notifique al administrador de reclamos por escrito tan pronto como sea posible. En algunos casos, usted arriesga perder el derecho a objetar a la opinión de su PTP a menos que hace esto de inmediato. Si usted no tiene un abogado, el administrador de reclamos debe enviarle instrucciones para ser evaluado por un médico llamado un evaluador médico calificado (*Qualified Medical Evaluator-QME*) para ayudar a resolver la disputa. Si usted tiene un abogado, el administrador de reclamos puede tratar de llegar a un acuerdo con su abogado sobre un médico llamado un evaluador médico acordado (*Agreed Medical Evaluator- AME*). Si el administrador de reclamos no está de acuerdo con su PTP sobre asuntos aparte del tratamiento, el administrador de reclamos puede exigirle que sea atendido por un QME o AME.

**Pago por Incapacidad Temporal (Sueldos Perdidos):** Si Ud. no puede trabajar, mientras se está recuperando de una lesión o enfermedad relacionada con el trabajo, Ud. puede recibir pagos por incapacidad temporal por un periodo limitado. Estos pagos pueden cambiar o parar cuando su médico diga que Ud. está en condiciones de regresar a trabajar. Estos beneficios son libres de impuestos. Los pagos por incapacidad temporal son dos tercios de su pago semanal promedio, con cantidades mínimas y máximas establecidas por las leyes estatales. Los pagos no se hacen durante los primeros tres días en que Ud. no trabaje, a menos que Ud. sea hospitalizado una noche o no puede trabajar durante más de 14 días.

**Permanezca en el Trabajo o Regreso al Trabajo:** Estar lesionado no significa que usted debe dejar de trabajar. Si usted puede seguir trabajando, usted debe hacerlo. Si no es así, es importante regresar a trabajar con su empleador actual tan

spouse and other relatives or household members who were financially dependent on the deceased worker.

**It is illegal for your employer** to punish or fire you for having a job injury or illness, for filing a claim, or testifying in another person's workers' compensation case (Labor Code 132a). If proven, you may receive lost wages, job reinstatement, increased benefits, and costs and expenses up to limits set by the state.

**Resolving Problems or Disputes:** You have the right to disagree with decisions affecting your claim. If you have a disagreement, contact your employer or claims administrator first to see if you can resolve it. If you are not receiving benefits, you may be able to get State Disability Insurance (SDI) or unemployment insurance (UI) benefits. Call the state Employment Development Department at (800) 480-3287 or (866) 333-4606, or go to their website at [www.edd.ca.gov](http://www.edd.ca.gov).

**You Can Contact an Information & Assistance (I&A) Officer:** State I&A officers answer questions, help injured workers, provide forms, and help resolve problems. Some I&A officers hold workshops for injured workers. To obtain important information about the workers' compensation claims process and your rights and obligations, go to [www.dwc.ca.gov](http://www.dwc.ca.gov) or contact an I&A officer of the state Division of Workers' Compensation. You can also hear recorded information and a list of local I&A offices by calling (800) 736-7401.

**You can consult with an attorney.** Most attorneys offer one free consultation. If you decide to hire an attorney, his or her fee will be taken out of some of your benefits. For names of workers' compensation attorneys, call the State Bar of California at (415) 538-2120 or go to their website at [www.californiaspecialist.org](http://www.californiaspecialist.org).

**Learn More About Workers' Compensation:** For more information about the workers' compensation claims process, go to [www.dwc.ca.gov](http://www.dwc.ca.gov). At the website, you can access a useful booklet, "Workers' Compensation in California: A Guidebook for Injured Workers." You can also contact an Information & Assistance Officer (above), or hear recorded information by calling 1-800-736-7401.

pronto como usted pueda medicamente hacerlo. Los estudios demuestran que entre más tiempo esté fuera del trabajo, más difícil es regresar a su trabajo original y a sus salarios. Mientras se está recuperando, su *PTP*, su empleador (supervisores u otras personas en la gerencia), el administrador de reclamos, y su abogado (si tiene uno) trabajarán con usted para decidir cómo va a permanecer en el trabajo o regresar al trabajo y qué trabajo hará. Comuníquese de manera activa con su *PTP*, su empleador y el administrador de reclamos sobre el trabajo que hizo antes de lesionarse, su condición médica y los tipos de trabajo que usted puede hacer ahora y los tipos de trabajo que su empleador podría poner a su disposición.

**Pago por Incapacidad Permanente:** Si un médico dice que no se ha recuperado completamente de su lesión y siempre será limitado en el trabajo que puede hacer, es posible que Ud. reciba pagos adicionales. La cantidad dependerá de la clase de lesión, grado de deterioro, su edad, ocupación, fecha de la lesión y sus salarios antes de lesionarse.

**Beneficio Suplementario por Desplazamiento de Trabajo (Supplemental Job Displacement Benefit- SJDDB):** Si Ud. se lesionó en o después del 1/1/04, y su lesión resulta en una incapacidad permanente y su empleador no ofrece un trabajo regular, modificado, o alternativo, usted podría cumplir los requisitos para recibir un vale no-transferible pagadero a una escuela para recibir un nuevo curso de reentrenamiento y/o mejorar su habilidad. Si Ud. cumple los requisitos, el administrador de reclamos pagará los gastos hasta un máximo establecido por las leyes estatales.

**Beneficios por Muerte:** Si la lesión o enfermedad causa la muerte, es posible que los pagos se hagan a un cónyuge y otros parientes o a las personas que viven en el hogar que dependían económicamente del trabajador difunto.

**Es ilegal que su empleador** le castigue o despida por sufrir una lesión o enfermedad laboral, por presentar un reclamo o por testificar en el caso de compensación de trabajadores de otra persona. (Código Laboral, sección 132a.) De ser probado, usted puede recibir pagos por pérdida de sueldos, reposición del trabajo, aumento de beneficios y gastos hasta los límites establecidos por el estado.

**Resolviendo problemas o disputas:** Ud. tiene derecho a no estar de acuerdo con las decisiones que afecten su reclamo. Si Ud. tiene un desacuerdo, primero comuníquese con su empleador o administrador de reclamos para ver si usted puede resolverlo. Si usted no está recibiendo beneficios, es posible que Ud. pueda obtener beneficios del Seguro Estatal de Incapacidad (*State Disability Insurance-SDI*) o beneficios del desempleo (*Unemployment Insurance- UI*). Llame al Departamento del Desarrollo del Empleo estatal al (800) 480-3287 o (866) 333-4606, o visite su página Web en [www.edd.ca.gov](http://www.edd.ca.gov).

**Puede Contactar a un Oficial de Información y Asistencia (Information & Assistance- I&A):** Los Oficiales de Información y Asistencia (*I&A*) estatal contestan preguntas, ayudan a los trabajadores lesionados, proporcionan formularios y ayudan a resolver problemas. Algunos oficiales de *I&A* tienen talleres para trabajadores lesionados. Para obtener información importante sobre el proceso de la compensación de trabajadores y sus derechos y obligaciones, vaya a [www.dwc.ca.gov](http://www.dwc.ca.gov) o comuníquese con un oficial de información y asistencia de la División Estatal de Compensación de Trabajadores. También puede escuchar información grabada y una lista de las oficinas de *I&A* locales llamando al (800) 736-7401.

**Ud. puede consultar con un abogado.** La mayoría de los abogados ofrecen una consulta gratis. Si Ud. decide contratar a un abogado, los honorarios serán tomados de algunos de sus beneficios. Para obtener nombres de abogados de compensación de trabajadores, llame a la Asociación Estatal de Abogados de California (*State Bar*) al (415) 538-2120, o consulte su página Web en [www.californiaspecialist.org](http://www.californiaspecialist.org).

**Aprenda Más Sobre la Compensación de Trabajadores:** Para obtener más información sobre el proceso de reclamos del programa de compensación de trabajadores, vaya a [www.dwc.ca.gov](http://www.dwc.ca.gov). En la página Web, podrá acceder a un folleto útil, "Compensación del Trabajador de California: Una Guía para Trabajadores Lesionados." También puede contactar a un oficial de Información y Asistencia (arriba), o escuchar información grabada llamando al 1-800-736-7401.



**WORKERS' COMPENSATION CLAIM FORM (DWC 1)**

**PETITION DEL EMPLEADO PARA DE COMPENSACIÓN DEL TRABAJADOR (DWC 1)**

**Employee:** Complete the "Employee" section and give the form to your employer. Keep a copy and mark it "Employee's Temporary Receipt" until you receive the signed and dated copy from your employer. You may call the Division of Workers' Compensation and hear recorded information at **(800) 736-7401**. An explanation of workers' compensation benefits is included in the Notice of Potential Eligibility, which is the cover sheet of this form. Detach and save this notice for future reference.

You should also have received a pamphlet from your employer describing workers' compensation benefits and the procedures to obtain them. You may receive written notices from your employer or its claims administrator about your claim. If your claims administrator offers to send you notices electronically, and you agree to receive these notices only by email, please provide your email address below and check the appropriate box. If you later decide you want to receive the notices by mail, you must inform your employer in writing.

**Empleado:** Complete la sección "Empleado" y entregue la forma a su empleador. Quédese con la copia designada "Recibo Temporal del Empleado" hasta que Ud. reciba la copia firmada y fechada de su empleador. Ud. puede llamar a la División de Compensación al Trabajador al **(800) 736-7401** para oír información gravada. Una explicación de los beneficios de compensación de trabajadores está incluido en la Notificación de Posible Elegibilidad, que es la hoja de portada de esta forma. Separe y guarde esta notificación como referencia para el futuro.

Ud. también debería haber recibido de su empleador un folleto describiendo los beneficios de compensación al trabajador lesionado y los procedimientos para obtenerlos. Es posible que reciba notificaciones escritas de su empleador o de su administrador de reclamos sobre su reclamo. Si su administrador de reclamos ofrece enviarle notificaciones electrónicamente, y usted acepta recibir estas notificaciones solo por correo electrónico, por favor proporcione su dirección de correo electrónico abajo y marque la caja apropiada. Si usted decide después que quiere recibir las notificaciones por correo, usted debe de informar a su empleador por escrito.

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.

Toda aquella persona que a propósito haga o cause que se produzca cualquier declaración o representación material falsa o fraudulenta con el fin de obtener o negar beneficios o pagos de compensación a trabajadores lesionados es culpable de un crimen mayor "felonia".

**Employee—complete this section and see note above**

**Empleado—complete esta sección y note la notación arriba.**

1. Name. *Nombre.* \_\_\_\_\_ Today's Date. *Fecha de Hoy.* \_\_\_\_\_
2. Home Address. *Dirección Residencial.* \_\_\_\_\_
3. City. *Ciudad.* \_\_\_\_\_ State. *Estado.* \_\_\_\_\_ Zip. *Código Postal.* \_\_\_\_\_
4. Date of Injury. *Fecha de la lesión (accidente).* \_\_\_\_\_ Time of Injury. *Hora en que ocurrió.* \_\_\_\_\_ a.m. \_\_\_\_\_ p.m.
5. Address and description of where injury happened. *Dirección/lugar dónde ocurrió el accidente.* \_\_\_\_\_
6. Describe injury and part of body affected. *Describe la lesión y parte del cuerpo afectada.* \_\_\_\_\_
7. Social Security Number. *Número de Seguro Social del Empleado.* \_\_\_\_\_
8.  Check if you agree to receive notices about your claim by email only.  *Marque si usted acepta recibir notificaciones sobre su reclamo solo por correo electrónico.* Employee's e-mail. \_\_\_\_\_ *Correo electrónico del empleado.* \_\_\_\_\_  
 You will receive benefit notices by regular mail if you do not choose, or your claims administrator does not offer, an electronic service option. *Usted recibirá notificaciones de beneficios por correo ordinario si usted no escoge, o su administrador de reclamos no le ofrece, una opción de servicio electrónico.*
9. Signature of employee. *Firma del empleado.* \_\_\_\_\_

**Employer—complete this section and see note below. Empleador—complete esta sección y note la notación abajo.**

10. Name of employer. *Nombre del empleador.* \_\_\_\_\_
11. Address. *Dirección.* \_\_\_\_\_
12. Date employer first knew of injury. *Fecha en que el empleador supo por primera vez de la lesión o accidente.* \_\_\_\_\_
13. Date claim form was provided to employee. *Fecha en que se le entregó al empleado la petición.* \_\_\_\_\_
14. Date employer received claim form. *Fecha en que el empleado devolvió la petición al empleador.* \_\_\_\_\_
15. Name and address of insurance carrier or adjusting agency. *Nombre y dirección de la compañía de seguros o agencia administradora de seguros.* \_\_\_\_\_
16. Insurance Policy Number. *El número de la póliza de Seguro.* \_\_\_\_\_
17. Signature of employer representative. *Firma del representante del empleador.* \_\_\_\_\_
18. Title. *Título.* \_\_\_\_\_ 19. Telephone. *Teléfono.* \_\_\_\_\_

**Employer:** You are required to date this form and provide copies to your insurer or claims administrator and to the employee, dependent or representative who filed the claim within **one working day** of receipt of the form from the employee.

**Empleador:** Se requiere que Ud. feche esta forma y que provéa copias a su compañía de seguros, administrador de reclamos, o dependiente/representante de reclamos y al empleado que hayan presentado esta petición dentro del plazo de **un día hábil** desde el momento de haber sido recibida la forma del empleado.

SIGNING THIS FORM IS NOT AN ADMISSION OF LIABILITY

EL FIRMAR ESTA FORMA NO SIGNIFICA ADMISION DE RESPONSABILIDAD

- Employer copy/Copia del Empleador  Employee copy/Copia del Empleado  Claims Administrator/Administrador de Reclamos  Temporary Receipt/Recibo del Empleado



**HOUSE OF SPAIN  
EMPLOYEE HANDBOOK**

**APPENDIX C  
MILEAGE REIMBURSEMENT FORM**

## House of Spain Mileage Reimbursement Form

Date	From	To	Purpose	Odometer Reading		Miles Driven
				From	To	
Employee Name				Total Miles		
Date Submitted				IRS Rate		
Approved By				Reimbursement Amount		
Date Approved		Date Paid				

**HOUSE OF SPAIN  
EMPLOYEE HANDBOOK**

**APPENDIX D**

**MEAL PERIOD WAIVER AGREEMENT**

## MEAL PERIOD WAIVER AGREEMENT (FOR SHIFTS OF SIX AND /OR TWELVE HOURS MAXIMUM)

Name: _____	Position: _____
Hire Date (Month/Day/Year): _____	Today's Date (Month/Day/Year): _____

Under California law, a non-exempt employee is entitled to a meal period of no less than thirty minutes for every work period of more than 5 hours. A non-exempt employee is entitled to a second meal period of no less than thirty minutes for every work period of more than ten hours.

Under the following circumstances, an employee is allowed to waive the first or second meal periods:

- 1) Waiver of First Meal Period:
  - Employee works no more than 6 hours in a workday; and
  - Employer and employee mutually consent to the waiver.
- 2) Waiver of Second Meal Period:
  - Employee works no more than twelve hours in a workday;
  - Employee took the first meal period; and
  - Employer and employee mutually consent to the waiver.

By means of this form, I am requesting a waiver of the first and second meal periods, when I meet the qualifications above regarding hours worked.

I understand that I or my employer may revoke this "Meal Period Waiver" at any time by providing one day's written notice of the decision to do so. This waiver will remain in effect until the option to revoke is exercised by either party.

*Unless revoked in writing as provided above, this agreement shall be in full force and effect during the entire period of my employment.*

I acknowledge that I have read this waiver, understand it, and voluntarily agree to its provisions.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date (Month/Day/Year)

\_\_\_\_\_  
Personnel Manager's Signature

\_\_\_\_\_  
Date (Month/Day/Year)

Copy to:

- Original to Employee Personnel File
- Copy to Employee

**HOUSE OF SPAIN  
EMPLOYEE HANDBOOK**

**APPENDIX E**

**FIRE & EARTHQUAKE SAFETY PLAN**

# FIRE & EARTHQUAKE SAFETY PLAN

## FIRE PLAN

### *INSPECTIONS & FIRE PROTECTION SYSTEM MAINTENANCE*

The National Fire Protection Association (NFPA) 72 inspection standards require that the following inspections be conducted on a regular basis:

- Fire suppression systems,
- Kitchen hood suppression systems,
- Fire alarms, monitors, detectors, and
- Fire extinguishers.

Inspections are conducted to insure all equipment is in working order and maintenance performed. Keeping fire protection systems functional is essential to building fire prevention and stopping fire before it spreads.

### **Building Access & Emergency Evacuation Routes**

Open spaces in buildings are one of the most essential fire safety measures for fire prevention and management. The NFPA and Occupational Safety and Health Administration (OSHA) require doors, windows, and all access into and out of the House of Spain (HOS) casita are continually clear so occupants can use emergency evacuation routes to get out easily, and the fire department can get in. Employees must insure that the casita has unobstructed fire doors, and other exterior doors, hallways, windows, and outdoor areas such fire hydrant paths. These areas cannot be blocked by anything – vehicles, trash receptacles, or landscaping. If the House of Spain casita must be evacuated in the case of a fire or earthquake, the occupants should go to the Emergency Evacuation Area shown on the map on the following page.

### **Fire Safety Exit Signs & Fire Alarms**

The NFPA Life Safety Code (101)<sup>1</sup> requires exit signage and lighting be continually illuminated and easily seen, even in a power outage. Exit signs must be bright and free from obstruction, emergency lighting units functional, and exit signs and lighting backup batteries should be fully charged and reliable.

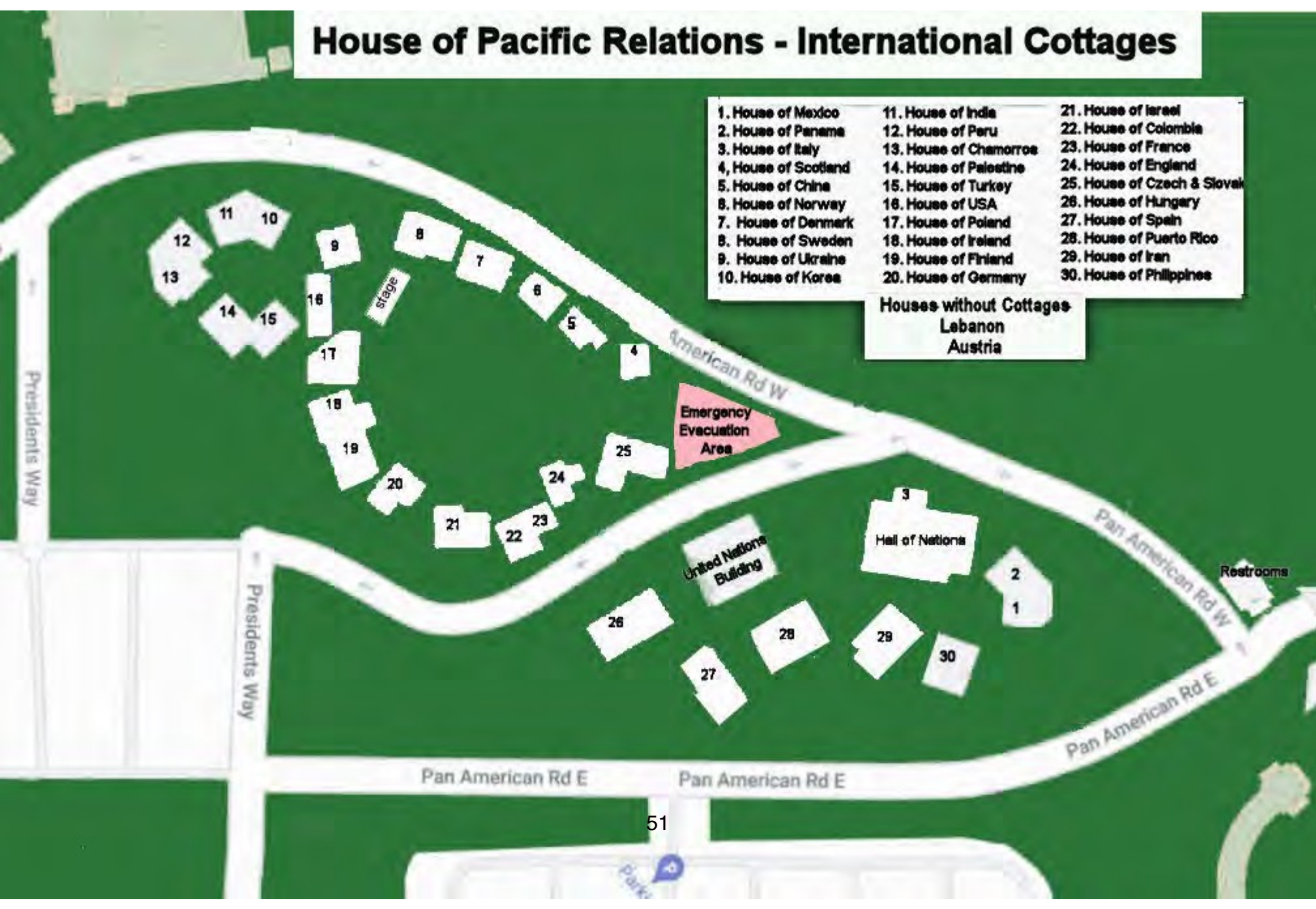
Fire alarm systems go hand in hand with exiting the building during a fire or other emergencies. These fire prevention systems in buildings include the fire alarms themselves, all components that make them work, those that feed into the alarms, and those that are connected to them (fire sprinklers, smoke detectors, heat detectors, evacuation systems, etc.). They detect and alert people too many different life-threatening and property-damaging hazards besides fire, from carbon monoxide poisoning and leaky pipes to severe weather and active shooters, therefore, it is critical that they function at all times.

<sup>1</sup> <https://www.nfpa.org/codes-and-standards/all-codes-and-standards/list-of-codes-and-standards/detail?code=101>

# House of Pacific Relations - International Cottages

- |                      |                        |                             |
|----------------------|------------------------|-----------------------------|
| 1. House of Mexico   | 11. House of India     | 21. House of Israel         |
| 2. House of Panama   | 12. House of Peru      | 22. House of Colombia       |
| 3. House of Italy    | 13. House of Chamorro  | 23. House of France         |
| 4. House of Scotland | 14. House of Palestine | 24. House of England        |
| 5. House of China    | 15. House of Turkey    | 25. House of Czech & Slovak |
| 6. House of Norway   | 16. House of USA       | 26. House of Hungary        |
| 7. House of Denmark  | 17. House of Poland    | 27. House of Spain          |
| 8. House of Sweden   | 18. House of Ireland   | 28. House of Puerto Rico    |
| 9. House of Ukraine  | 19. House of Finland   | 29. House of Iran           |
| 10. House of Korea   | 20. House of Germany   | 30. House of Philippines    |

Houses without Cottages  
Lebanon  
Austria



## Fire Prevention

- Kitchen
  - Minimize the use of cooking equipment that produces grease-laden vapors that are susceptible to a buildup of grease on cooking surfaces and in the ventilation ductwork systems.
- Electrical Equipment
  - The use of extension cords should be minimized; those that are in use should be industrial grade and grounded.
  - All power strips must be Underwriters' Laboratories (UL) listed with built-in circuit breakers.
  - Do not overload electrical circuits.
  - Prevent lighting fixtures that give off extreme heat from being close to combustible materials.
  - Do not supplement normal building heating systems with space heaters.
  - Maintain office electrical equipment to prevent overheating.
  - Electrical appliances shall be ground-fault circuit interrupter (GFCI) protected; nothing hot is on without someone in attendance.
  - Additional fire-prevention measures to keep in mind include:
- Combustible materials
  - Combustible materials must be separated from electrical equipment.
  - Trash and waste materials must be in trash/recycling bins, not piled up in any area, especially doorways.
  - Combustible materials/liquids must be stored securely in approved cabinet per NFPA/OSHA regulations.
  - All supplies must be located at least three feet from heating units and ductwork.

## Fire Extinguishers

- Type of fire extinguishers
  - Five types of fire extinguishers are available. Class A are used for ordinary combustible materials that are commonly found in the HOS casita. Class K fire extinguishers are appropriate for kitchens and in any cooking activity that involving vegetable or animal oils and fats. This type of extinguisher is appropriate when cooking paella. Refer to National Fire Protection Association standard #10 (NFPA 10) for guidance on types, numbers, and locations.<sup>2</sup>
  - A Type A fire extinguisher is mounted in a conspicuous place in the casita, and a Type K extinguisher is kept in the storeroom with the paella cooking equipment.
  - The fire extinguishers are inspected monthly, recharged as needed and tested annually.
  - HOS employees and paella cooking volunteers are trained annually in fire extinguisher use.

## When a Fire Occurs

If a fire or emergency occurs in or near the HOS casita employees shall take the following actions.

- **Call 911** whenever there is a structural fires, smoke within the building, the fire/smoke detector or carbon monoxide alarms are sounding, there are sparking electrical hazards, or natural gas leak. See [Attachment 1](#) for additional information about 911 calls.
- **Call 911** if there are traffic accidents, life-threatening situations, crimes in progress, or any other emergency in the surrounding area.

<sup>2</sup> <https://www.nfpa.org/News-and-Research/Publications-and-media/Blogs-Landing-Page/NFPA-Today/Blog-Posts/2021/07/16/Fire-Extinguisher-Types>



- If there is an electrical or gas emergency or if you suspect a gas leak, evacuate the building immediately and from a safe location call San Diego Gas & Electric (SDGE) at **1-800-411-7343** for electrical emergencies and at **1-800-611-7343** for gas emergencies. See Attachment 2 for additional information concerning gas appliance safety tips.

## **ESSENTIAL UTILITIES AND SERVICES INFORMATION**

### **Water Service**

The water main valve is located on the south side of the casita, outside of the computer room window. The wrench for the valve is located in the toolbox located in the cabinet in the bathroom of the casita.

### **Gas Service**

The gas main valve is located on the north side of the casita, outside of the kitchen window. The wrench for the valve is located in the toolbox located in the cabinet in the bathroom of the casita. **Note:** Do not shut off gas unless you suspect a leak exists.

### **Electric Service**

The electrical power panel is located on the west side of the casita, to the right of the back door in the patio area. The keys to the padlock are on a key holder labeled electrical panel in the storage room.

### **Fire Alarm**

Each room of the casita has a fire alarm detector (A.C. and battery powered backup). Contact the Balboa Park Ranger by calling 619-235-1122.

### **Security Alarm**

The security alarm panel is located on the left side of the back door at the casita. See instruction that are located on the back door, next to the alarm panel. Call HOS President at 619-820-1632 if there is a problem with the alarm.

### **Security Cameras**

Two security cameras are located at the visitor's room. The cameras are powered by lithium batteries and connected to the internet via WiFi. Call HOS President at 619-820-1632 if there is a problem with the cameras

### **Other Utilities or Services**

For information on Internet, WiFi, telephone and other services, call Jesus at 619-820-1632.

## **IMPORTANT CONTACT INFORMATION**

### **House of Spain**

President – Jesus Benayas (Cell – 619-820-1632 / Home 619-462-7982)

Vice President - (Cell 858-405-7278 / Home 858-453-4158)

## Non-emergency and Public Services

Health or disaster service - call 211

Non-emergency police services - call (619) 531-2000 or (858) 484-3154

Non-emergency San Diego Fire-rescue - call (858) 974-9891

## EARTHQUAKE SAFETY

### Introduction

There are many different kinds of disasters, such as earthquakes, fires, floods, airplane crashes, chemical spills, and explosions, which seldom give warning and can be equally devastating to their victims. Although the information in the *House of Spain (HOS) Employee Handbook* is primarily about earthquake preparation, the information will help you prepare for any type of disaster that could strike in Balboa Park<sup>3</sup>.

Every year approximately 500 earthquakes occur in the state of California that are large enough to be felt. San Diego County, in comparison to other southern California areas, has sparse seismicity. However, since 1984, earthquake activity in San Diego County has doubled over that of the preceding 50 years.

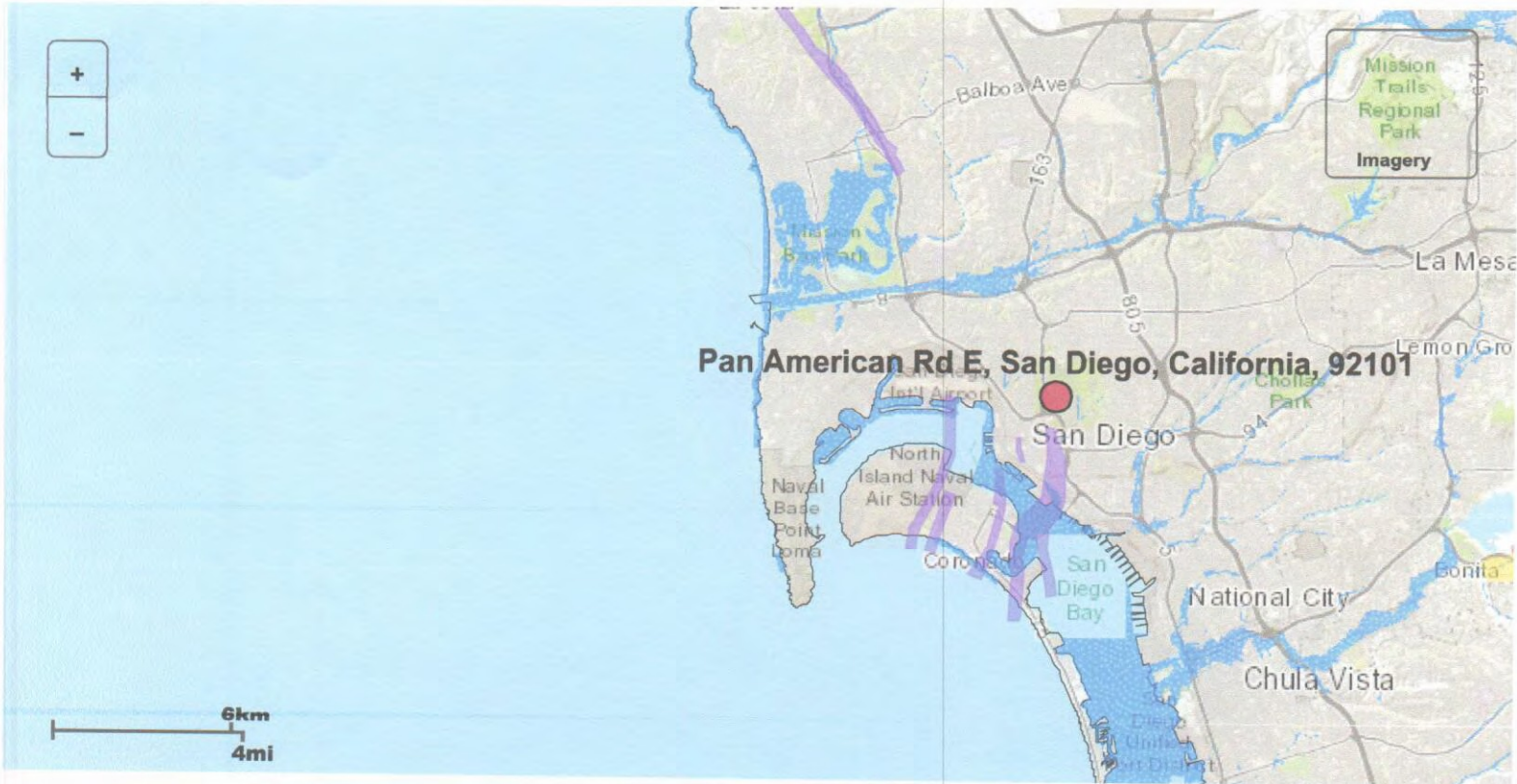
The California Office of Emergency Services (*Ca/OES*) has prepared an online [MyHazards](#) tool that allows the public to discover hazards in their area (earthquake, flood, fire, and tsunami) and learn steps to reduce personal risk. The map on the following page shows that there is a north to south trending earthquake fault zone immediately south of Balboa Park.

### What to do before an earthquake happens<sup>4</sup>

Secure the casita by identifying hazards and securing moveable items. Earthquake shaking can move almost anything, even large or heavy items. The *Earthquake Country Alliance* has compiled a lengthy list of informational sheets about how to secure heavy items such as water heaters and refrigerators so that they will remain in place during an earthquake. The informational sheets for items found in the HOS casita have been compiled in a *House of Spain Earthquake Preparedness Handbook*. This handbook will be used as a guide to insure that the HOS furnishings are as securely installed as possible.

<sup>3</sup> Information included under this heading was extracted from the *Ready San Diego* website at <https://www.readysandiego.org/content/oesready/en-us/earthquake.html>.

<sup>4</sup> Information included under this heading was extracted from the *Earthquake Country Alliance* website at [Earthquake Country Alliance: Welcome to Earthquake Country!](#)



TsunamiHazardAreas\_July2021




Liquefaction Zone of Required Investigation

 Liquefaction Zone Area

State Responsibility Areas (2007), Severity

 SRA, Very High

 SRA, High

 SRA, Moderate

100-Year Floodplains

 FEMA/DWR Awareness/Regional Studies /USACE Comprehensive Study

Earthquake Fault Zone of Required Investigation



The State Responsibility Area (SRA) is the area of the state where the State of California is financially responsible for the prevention and suppression of wildfires. SRA does not include lands within city boundaries or in federal ownership. FEMA's Flood Map Service Center (<https://msc.fema.gov/portal/>)

## Staying Safe During an Earthquake<sup>5</sup>

### **WHAT TO DO IMMEDIATELY WHEN SHAKING STARTS**

Perhaps you have never experienced the kind of strong shaking that is possible in large earthquakes, such as sudden and intense back and forth motions of several feet per second. These earthquakes will cause the floor or the ground to jerk sideways out from under you, and every unsecured object around you could topple, fall, or become airborne, potentially causing serious injury. In most earthquakes, you will reduce your chance of injury if you:

### **DROP - COVER - HOLD ON**



**DROP** where you are onto your hands and knees. This position protects you from being knocked down and allows you to stay low and crawl to shelter if nearby.



**COVER** your head and neck with one arm and hand  
If a sturdy table or desk is nearby, crawl underneath it for shelter  
If no shelter is nearby, crawl next to an interior wall (away from windows)  
Stay on your knees; bend over to protect vital organs



**HOLD ON** until shaking stops  
Under shelter: hold on to your shelter with one hand; be ready to move with it if it shifts  
No shelter: hold on to your head and neck with both arms and hands.

### **WHY RESCUERS AND EXPERTS RECOMMEND DROP, COVER, AND HOLD ON**

Earthquakes occur without any warning and may be so violent that you cannot run or crawl; you will most likely be knocked straight to the ground. It is best to drop before the earthquake drops you and find nearby shelter or use your arms and hands to protect your head and neck. “Drop, Cover, and Hold On” gives you

<sup>5</sup> Information contain in this section was extracted from the *Earthquake Country Alliance: Welcome to Earthquake Country!* website at <https://www.earthquakecountry.org/dropcoverholdon/#whattodo>.

the best overall chance of quickly protecting yourself in an earthquake, even those quakes that cause furniture to move about rooms and in buildings that might ultimately collapse.

The greatest danger is from falling and flying objects. Studies of injuries and deaths caused by earthquakes over the last several decades show that you are much more likely to be injured by falling or flying objects (TVs, lamps, glass, bookcases, etc.) than to die in a collapsed building.

If there is no furniture nearby, you can still reduce the chance of injury from falling objects by getting down next to an interior wall and covering your head and neck with your arms (exterior walls are more likely to collapse and have windows that may break).

While images of collapsed structures in earthquakes around the world are frightening and get the most attention from the media, most buildings do not collapse at all. However, there is the possibility of structural failure in certain building types, especially unreinforced masonry (brick buildings), and some structures constructed before the latest building codes.

The main goal of “Drop, Cover, and Hold On” is to protect you from falling and flying debris and other nonstructural hazards, and to increase the chance of your ending up in a Survivable Void Space if the building actually collapses. The space under a sturdy table or desk is likely to remain even if the building collapses — pictures from around the world show tables and desks standing with rubble all around them and even holding up floors that have collapsed.

#### ***WHAT RESCUERS AND EXPERTS RECOMMEND YOU NOT DO DURING AN EARTHQUAKE***

Based on years of research about how people are injured or killed during earthquakes, and on the experiences of U.S. and international search and rescue teams, these three actions are not recommended to protect yourself during earthquakes:

DO NOT run outside or to other rooms during shaking. The area near the exterior walls of a building is the most dangerous place to be. Windows, facades and architectural details are often the first parts of the building to collapse. To stay away from this danger zone, remain inside if you are inside and outside if you are outside. In addition, shaking can be so strong that you may not be able to move far without falling down, and objects may unexpectedly fall or be thrown at you. Injuries can be avoided if you drop to the ground before the earthquake drops you.

DO NOT stand in a doorway. One enduring image from the aftermath of a California earthquake is that of a collapsed adobe home of which only a doorframe is left standing. From this came our belief that a doorway is the safest place to be during an earthquake. True — if you live in an old, unreinforced adobe house or some older wood-frame houses. In modern homes, doorways are no stronger than any other part of the house. Doorways do not protect you from the most likely source of injury — falling or flying objects. You also may not be able to brace yourself in the door during strong shaking. You are safer under a table.

## **Staying Safe After an Earthquake**

After an earthquake, the disaster may continue. Expect and prepare for potential aftershocks. Each time you feel an aftershock, DROP, COVER and HOLD ON. Aftershocks frequently occur minutes, days, weeks and even months following an earthquake. Look for and extinguish small fires. Fire is the most common hazard after an earthquake.

**HOUSE OF SPAIN  
EMPLOYEE HANDBOOK**

**APPENDIX E**

**FIRE & EARTHQUAKE SAFETY PLAN**

**ATTACHMENTS**



# Fire-Rescue Department

## What Happens When You Call 9-1-1

In the City of San Diego where your 9-1-1 call goes depends upon where you place the phone call:

### Standard Phone

- If you call from a home or business phone in the City of San Diego, your 9-1-1 call first goes to the [San Diego Police Department \(https://www.sandiego.gov/police\)](https://www.sandiego.gov/police). The Police Department call taker will ask you the type of emergency (i.e. Police, Fire or Medical Emergency).
- If your emergency involves a fire or medical problem, your call will be immediately transferred to the [Metro Zone Emergency Command and Data Center \(https://www.sandiego.gov/fire/about/firestations/dispatch\)](https://www.sandiego.gov/fire/about/firestations/dispatch).
- If your emergency involves a problem in the waters of our beaches and bays, the police department call taker will forward your 9-1-1 call to the [Lifeguard's Communications Center \(https://www.sandiego.gov/lifeguards/about/contact\)](https://www.sandiego.gov/lifeguards/about/contact).





Feedback

When you call 9-1-1 from a home or residence, your number and address may be displayed on a computer screen for the emergency call taker. This information helps City emergency crews respond more efficiently to your problem.

### Cellular Phone

- If you call from a cell phone, your call is directed to the 9-1-1 dispatch center closest to your current location or, if you are near a freeway or highway, to the [California Highway Patrol \(CHP\) \(link is external\) \(http://www.chp.ca.gov\)](http://www.chp.ca.gov). Again, the call taker will ask you the nature of your emergency and will forward your call to the appropriate agency.

Be aware, when you call on your cell phone, the dispatcher may not be able to detect your location as with a residential or business 9-1-1 call. It's important to know your location when calling on a cell phone. In order for your cell phone to send your location to the dispatch center, callers need to activate their telephone GPS settings so the GPS module can pass along the caller location. Citizens should contact their service providers for detailed instructions.

Download our free brochure "Help 911 Help You" in  [English \(http://www.sandiego.gov/fire/pdf/911english.pdf\)](http://www.sandiego.gov/fire/pdf/911english.pdf) and  [Español \(http://www.sandiego.gov/fire/pdf/911spanish.pdf\)](http://www.sandiego.gov/fire/pdf/911spanish.pdf)



# Fire-Rescue Department

## What to Do When Calling 9-1-1

When you get on the phone with a City of San Diego 9-1-1 Dispatcher, it is important to remember these things to get help to your emergency as quickly as possible:



- Remain Calm.
- Be prepared to give the correct address of your emergency and the phone number from which you are calling.
- Stay on the phone with the dispatcher. Do not hang up until the dispatcher tells you to hang up. Keep in mind that help is being sent simultaneously as the dispatcher takes your information.
- If you are in a secured area, be sure to let the dispatcher know the fastest way for emergency vehicles to gain access. For instance, give the dispatcher a gate code if one is needed.

The dispatcher is going to ask you several questions about the condition of the patient requiring 9-1-1 services. It is best if the person calling 9-1-1 is near the patient to answer these questions. The dispatcher may also be giving the caller first-aid or CPR instructions as needed until the rescuers arrive.

Feedback

Some of the questions the /fire/medical dispatcher may ask are:

- What is the address/location/cross street?
- What is burning, exactly?
- Do you have visible smoke or flame?
- How old is the patient?
- Is the patient conscious?
- Is the patient able to talk to you?
- What is the patient's medical history?

Download our free brochure "Help 911 Help You" in  [English \(http://www.sandiego.gov/fire/pdf/911english.pdf\)](http://www.sandiego.gov/fire/pdf/911english.pdf) and  [Español \(http://www.sandiego.gov/fire/pdf/911spanish.pdf\)](http://www.sandiego.gov/fire/pdf/911spanish.pdf)



# Fire-Rescue Department

## What to Do Before Help Arrives

Before 9-1-1 help arrives at your door, there are certain things you can do to ensure a quick and effective response to your emergency.

### If you have a fire or smoke in the house:

- Get out of the house immediately and do not re-enter.



### If you have a medical emergency:

- If someone other than the 9-1-1 caller is available, send them outside to flag arriving emergency units to the emergency.
- If you have a 9-1-1 medical emergency and the patient is taking any prescribed medications, the care of the patient will be expedited if these are gathered and placed in a bag prior to the arrival of paramedics. Paramedics are able to gain knowledge of the patient's history and condition by looking at medications. They are also required take the patient's medications to the hospital with them for the doctor to examine.
- Before the arrival of emergency personnel, please make sure all pets are secured to assure the safety of the rescuers as well as that of the pet(s).

Feedback

### Before you have an emergency, the San Diego Fire-Rescue Department recommends you:

- Make sure your address is properly posted and can be seen at night as well as during the day.
- Consider painting numbers on the curb in front of your home or business to make identifying your address easier for rescue responders

Download our free brochure "Help 911 Help You" in  [English](http://www.sandiego.gov/fire/pdf/911english.pdf) (<http://www.sandiego.gov/fire/pdf/911english.pdf>) and  [Español](http://www.sandiego.gov/fire/pdf/911spanish.pdf) (<http://www.sandiego.gov/fire/pdf/911spanish.pdf>)

# YOU CAN SAVE A LIFE!

The more you know about what to expect when you call 9-1-1, the faster help can get there.

Follow the instructions the dispatcher gives you and remember, even while they are talking to you, help is already being sent.

- Stay Calm
- Listen Carefully
- Give Information
- Follow Instructions

Everyone should know the numbers. Train your entire family. Even a very young child can learn to recognize an emergency and know to call 9-1-1.

24 hours a day, every day of the year, from any working telephone. Even a cellular phone with no active service can still call 9-1-1.

9-1-1 is always there — and always free.



- Don't call 9-1-1 for general information such as:
  - Road conditions
  - Licenses
  - Permits
  - Billing Information
  - Public Utilities
- If you have a power outage, call SDG&E, NOT 9-1-1.
- During a natural disaster, do not call 9-1-1 to ask questions about what to do or where to go. Tune to your local news or go online to [ReadySanDiego.org](http://ReadySanDiego.org)
- 2-1-1 is San Diego's number for health and disaster services.

#### San Diego Police

24-hour non-emergency calls:  
(619) 531-2000 or (858) 484-3154

#### San Diego Fire-Rescue

24-hour non-emergency calls:  
(858) 974-9891

# HELP 9-1-1 HELP YOU

Call 9-1-1 to:

Save a Life  
Stop a Crime  
Report a Fire  
or Other Emergency



SPONSORED BY:  SAN DIEGO  
FIRE RESCUE  
FOUNDATION





When you are faced with an emergency, seconds matter. The more you can do to save time, the better. That's why you should always call 9-1-1 when you need emergency help.

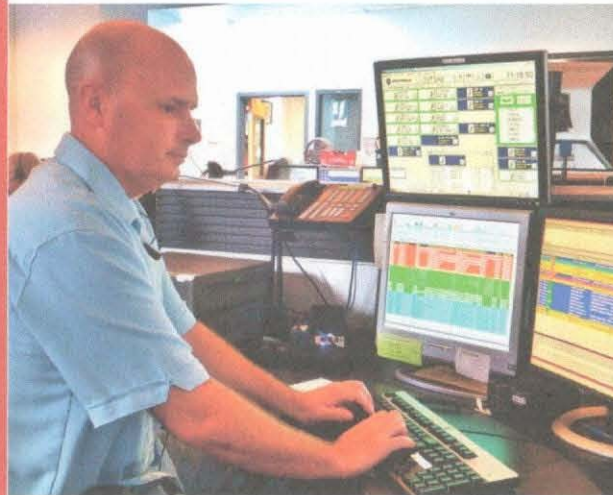
THREE QUICK EASY DIGITS:

# 9-1-1



### BEING KNOWLEDGEABLE AND PREPARED CAN MAKE ALL THE DIFFERENCE.

- The dispatcher may ask you a lot of questions. 9-1-1 needs to know what kind of emergency you have to send the appropriate emergency responders.
- *The questions are not delaying the response. Help is on the way.*
- If you're calling from a cell phone, your location may not be available to the dispatcher.
- Be ready to give the complete address or to describe landmarks like nearby businesses or cross streets.



### 9-1-1 NEEDS TO KNOW WHERE TO GO.

When you call 9-1-1 one of the first things you will be asked is the location of the emergency you are reporting. The dispatcher may not automatically know your location and they will ask you to confirm it. Be prepared to give as much detail on your location as possible. Providing an accurate address is critically important, especially when making a wireless 9-1-1 call.

### REMAIN CALM, BE PREPARED.

Try to stay calm, answer the questions and follow all instructions. Professional dispatchers are trained to get information from you. Listen carefully and answer as concisely as possible.

### "THEY ASK SO MANY QUESTIONS. I JUST WANT TO HANG UP."

Dispatchers are highly-trained to evaluate every situation and inform the police or first responders so they are well-prepared when they arrive. They can also give you instructions that can help save a life, even before the emergency help arrives. Don't hang up.

### "I'M NOT SURE IF THIS IS A BIG ENOUGH PROBLEM TO BOTHER 9-1-1?"

9-1-1 is for emergencies, not information. But if you have any doubt, call 9-1-1. It's best to err on the side of safety. The dispatcher can decide and help you.

### "WHAT IF I AM PUT ON HOLD?"

Calls are answered in the order they are received so if you hang up and call back, your call will go to the end of the queue which can result in a slower response.

9-1-1 dispatchers receive instant notification any time a caller is holding and will do everything they can to get to your call as quickly as possible.

### "WHAT IF I ACCIDENTALLY CALL 9-1-1? WILL I GET IN TROUBLE?"

If you misdial 9-1-1, don't hang up! Instead, stay on the line and tell the dispatcher you misdialled; otherwise, they will have to call you back. If they can't reach you, a police officer may be sent to your location to be sure you are OK. This ties up valuable resources from true emergencies.





## Alerts

- i** We're asking our customers to shift energy use to off-peak hours. If you participate in Demand Response, please click [here \(/energy-conservation-activations\)](/energy-conservation-activations) to see if your program will be activated. >



### EMERGENCY INFORMATION

When using gas appliances, know the warning signs - and steps to take - to avoid exposure to [carbon monoxide \(/node/6276\)](/node/6276).

If you see, hear or smell the [signs of a gas leak \(/node/65\)](/node/65), leave the area immediately. From a safe location, call **911** or call us at **1-800-411-7343**. Never rely on your sense of smell alone to detect a gas leak.

## Gas appliance safety tips

For safety and efficiency, it's important to keep your natural gas appliances in good working order and use them properly. The following tips can help you prevent [carbon monoxide poisoning \(/node/6276\)](/node/6276), fires and other hazards to your health and safety.

# General safety tips for all gas appliances

Have your gas appliances inspected every year by a qualified, licensed professional. If you receive natural gas service from us, you can schedule this annual [safety checkup \(/node/10\)](/node/10) with us.

Take care of any needed maintenance and repairs.

Keep the area around gas appliances clean, well ventilated and free of any items that might block normal airflow.

Never store or use flammable products in the same room as gas-burning or heat-producing appliances. Flammable products include gasoline, spray paints, solvents, insecticides, adhesives, foggers, varnish, cleaning products and other pressurized containers.

Keep rags, mops, paper and other combustible items stored away from appliances with gas burners.

Never use your oven, range or outdoor barbecue to heat your home.

Refer to the owner's manual for specifics on installation, use and maintenance of each appliance.

Check for safety recalls that may affect your appliances at the [U.S. Consumer Product Safety Commission website \(https://www.cpsc.gov/Recalls/\)](https://www.cpsc.gov/Recalls/) or by calling the CPSC at 1-800-638-2772; TTY (301) 595-7054.

## Your furnace

In addition to the general safety tips, follow these tips for the type of furnace you have.

### Central forced-air furnace

Check the filter monthly during the heating season, and clean or replace it as needed.

Make sure the front-door panel always stays snugly in place when heating.

Keep the furnace heat register clean and free of lint and dust.

Remove any nearby items that might block airflow.

### Floor furnace

Prevent lint build-up with regular vacuuming of the floor furnace and surrounding area.

Keep children away from the hot furnace grill.

Do not cover or block the grill. Rugs, furniture or combustible items can obstruct airflow and cause a fire.

### Wall furnace

Clean the burner compartment of built-in vented wall furnaces monthly during the heating season to prevent lint build-up.



## **CAUTION: Do not use unvented gas heaters**

It is dangerous to use an unvented natural gas, propane or kerosene space heater or fireplace. Home use of these devices is not approved and violates the California Health and Safety Code.

### **Water heater**

In addition to the general safety tips, keep these tips in mind if you have a natural gas water heater.

If your water heater is installed in your garage, it must be elevated so the pilot flame or other source of ignition is a minimum of 18 inches above the floor. Check local building codes and the manufacturer's installation instructions for exceptions, such as the new flammable vapor ignition resistant (FVIR) tank water heaters, which may be exempted from the 18-inch elevation requirement in garages.

Securely install water heater restraints to wall studs to prevent movement or toppling during an earthquake, as required by state law.

Set the water heater thermostat to 120°F or less to reduce the risk of scalding and save energy. (If your dishwasher lacks a booster heater, a setting of 140°F may be needed.)

Hand-test water temperature before bathing or showering. A child's bath water generally should be no hotter than 100°F.

### **Range and oven**

Keep the burners and range top clean to prevent grease fires.

Don't install aluminum foil in the oven or range top; it can interfere with exhaust vents.

### **Clothes dryer**

Always vent your natural gas dryer outdoors. It's a fire risk to exhaust into an attic, chimney, wall, ceiling or concealed space.

Use only approved metal vent ducting material. Plastic and vinyl are not approved for gas dryers. Check the exhaust duct regularly to make sure it's not crushed or restricted.

**HOUSE OF SPAIN  
EMPLOYEE HANDBOOK**

**APPENDIX F**

**INJURY AND ILLNESS PREVENTION PROGRAM**

# INJURY AND ILLNESS PREVENTION PROGRAM (IIPP) FOR NON-HIGH HAZARD EMPLOYERS<sup>1</sup>

Every California employer must establish, implement and maintain a written Injury and Illness Prevention Program (IIPP) and a copy must be maintained in the workplace. The requirements for establishing, implementing and maintaining an effective written injury and illness prevention program are contained in Title 8 of the California Code of Regulations, Section 3203 (T8 CCR 3203) and consist of the following elements:

- Responsibility
- Compliance
- Communication
- Hazard Assessment
- Accident/Exposure Investigation
- Hazard Correction
- Training and Instruction
- Employee access to the IIP Program
- Record keeping

Sample forms for hazard assessment and correction, accident/exposure investigation, and worker training and instruction are included at the end of this document.

## RESPONSIBILITY

The House of Spain (HOS) Personnel Manager is the IIPP administrator, and has the authority and responsibility for implementing the provisions of this program for the House of Spain (*Casa de España en San Diego*).

## COMPLIANCE

All workers, including managers and supervisors, are responsible for complying with safe and healthful work practices. The HOS system of ensuring that all workers comply with these practices include the following practices:

- Informing workers of the provisions of our IIPP.
- Evaluating the safety performance of all workers.
- Recognizing employees who perform safe and healthful work practices.
- Providing training to workers whose safety performance is deficient.
- Disciplining workers for failure to comply with safe and healthful work practices.

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<sup>1</sup> The HOS IIPP is based on a model template prepared by the California Division of Occupational Safety and Health (DOSH), better known as Cal/OSHA. Any employer in an industry which has been determined by Cal/OSHA as being non-high hazard who adopts, posts, and implements this model program in good faith is not subject to assessment of a civil penalty for a first violation of T8 CCR 3203.



## COMMUNICATION

The Personnel Manager is responsible for communicating with all workers about occupational safety and health in a form readily understandable by all workers. The HOS communication system encourages all workers to inform their managers and supervisors about workplace hazards without fear of reprisal.

Our communication system includes one or more of the following checked items:

- New worker orientation including a discussion of safety and health policies and procedures.
- Review of the HOS IIPP.
- Posted or distributed safety information.
- A system for workers to notify the Personnel Manager about workplace hazards.
- about general safe work practices and hazards unique to each worker's job The HOS less than ten workers and communicates with and instructs workers orally assignment.

## HAZARD ASSESSMENT

Periodic inspections to identify and evaluate workplace hazards shall be performed by a competent observer in the following areas of our workplace:

<b>Competent Observer</b> [Enter name of competent observer]	<b>Area</b> [Enter name of area observed]

Periodic inspections are performed according to the following schedule:

- When the IIPP was initially established;
- The first Saturday of each month;
- When new substances, processes, procedures, or equipment that present potential new hazards are introduced into the HOS casita or activity areas;
- When new, previously unidentified hazards are recognized;
- When occupational injuries and illnesses occur; and
- Whenever workplace conditions warrant an inspection.

## **ACCIDENT/EXPOSURE INVESTIGATIONS**

Procedures for investigating workplace accidents and hazardous substance exposures include:

- Visiting the accident scene as soon as possible;
- Interviewing injured workers and witnesses;
- Examining the workplace for factors associated with the accident/exposure;
- Determining the cause of the accident/exposure;
- Taking corrective action to prevent the accident/exposure from reoccurring; and
- Recording the findings and corrective actions taken.

## **HAZARD CORRECTION**

Unsafe or unhealthy work conditions, practices or procedures shall be corrected in a timely manner based on the severity of the hazards. Hazards shall be corrected according to the following procedures:

- When observed or discovered, and
- When an imminent hazard exists that cannot be immediately abated without endangering employee(s) and/or property, all exposed workers will be removed from the area except those necessary to correct the existing condition. Workers necessary to correct the hazardous condition shall be provided with the necessary protection.

## **TRAINING AND INSTRUCTION**

All workers shall have training and instruction on general and job-specific safety and health practices. Training and instruction is provided as follows:

1. When the IIPP is first established,
2. To all new workers,
3. To all workers given new job assignments for which training has not previously been provided,
4. Whenever new substances, processes, procedures, or equipment are introduced to the workplace and present a new hazard,
5. Whenever the HOS is made aware of a new or previously unrecognized hazard,
6. To managers to familiarize them with the safety and health hazards to which workers under their immediate direction and control may be exposed, and
7. To all workers with respect to hazards specific to each employee's job assignment.

General workplace safety and health practices include, but are not limited to, the following:

1. Implementation and maintenance of the IIPP,
2. Emergency action and fire prevention plan,
3. Provisions for medical services and first aid, including emergency procedures,
4. Prevention of musculoskeletal disorders, including proper lifting techniques,
5. Proper housekeeping, such as keeping stairways and aisles clear, work areas neat and orderly, and promptly cleaning up spills,
6. Prohibiting horseplay, scuffling, or other acts that tend to adversely influence safety,
7. Proper storage to prevent stacking goods in an unstable manner and storing goods against doors, exits, fire extinguishing equipment and electrical panels,
8. Proper reporting of hazards and accidents to managers,
9. Hazard communication, including worker awareness of potential chemical hazards, and proper labeling of containers, and

10. Proper storage and handling of toxic and hazardous substances, including prohibiting eating or storing food and beverages in areas where they can become contaminated.

## **EMPLOYEE ACCESS TO THE IIPP**

HOS employees have the right to examine and receive a copy of the HOS IIPP. This will be accomplished by:

- A copy of the IIPP is included as an appendix in the HOS Employee Handbook given to all newly hired employees. Employees are required to sign an acknowledgement of their receipt of the Employee Handbook. A second copy of the acknowledgement is filed in the HOS employee's personnel file.
- Whenever an employee requests a copy of the IIPP, the HOS will provide the employee a printed copy of the IIPP, unless the employee agrees to receive an electronic copy of the IIPP.
- If the employee requests additional copies of the IIPP within one year of the previous request and the IIPP has not been updated with new information since the prior copy was provided, the HOS may charge reasonable reproduction costs for the additional copies.

Any copy provided to an employee need not include any of the records of the steps taken to implement and maintain the IIPP.

## **RECORD KEEPING**

The HOS has fewer than twenty workers and is not on a designated high hazard industry list. The HOS is also not included in a designated low hazard industry list and has a workers' compensation experience modification rate of 1.1 or less. The HOS has taken the following steps to implement and maintain our IIPP.

1. Records of hazard assessment inspections.
2. Documentation of safety and health training for each worker.

Inspection records and training documentation is maintained according to the following schedule:

- Since the HOS has less than ten workers, including managers and supervisors, inspection records are maintained only until the hazard is corrected, and only maintains a log of instructions to workers with respect to worker job assignments when they are first hired or assigned new duties.

**Note:** This section will need to be updated after the HOS receives workers' compensation experience modification rate. The assigned rate may require changes to this section.

## HAZARD ASSESSMENT AND CORRECTION RECORD

Date of Inspection: [Enter date]	Person Conducting Inspection: [Enter name]
Unsafe Condition or Work Practice: [Provide details, including root causes]	
Corrective Action Taken: [Provide details, including solutions to root causes]	
Date of Inspection: [Enter date]	Person Conducting Inspection: [Enter name]
Unsafe Condition or Work Practice: [Provide details, including root causes]	
Corrective Action Taken: [Provide details, including solutions to root causes]	
Date of Inspection: [Enter date]	Person Conducting Inspection: [Enter name]
Unsafe Condition or Work Practice: [Provide details, including root causes]	
Corrective Action Taken: [Provide details, including solutions to root causes]	

# ACCIDENT/EXPOSURE INVESTIGATION REPORT

Date & Time of Accident: [Enter information]
Location: [Provide details]
Accident Description: [Enter details, including all events that led up to the incident]
Workers Involved: [Enter information]
The underlying cause(s) of the accident/exposure: [Detail all root causes]
Corrective Actions Taken: [Provide details, including potential solutions to the root causes]
Manager Responsible: [Enter name]
Date Completed: [Enter date]

# WORKER TRAINING AND INSTRUCTION RECORD

Employee Name	Training Dates	Type of Training	Name of Trainer(s)

**HOUSE OF SPAIN  
EMPLOYEE HANDBOOK**

**APPENDIX G**

**WORKPLACE SAFETY PLAN**

# HOUSE OF SPAIN SAFETY PLAN

## INTRODUCTION

The Occupational Safety and Health Act of 1970, Section 11(c), 29 USC 660(c) is the primary federal law governing occupational health and safety in the private sector and federal government in the United States. Enacted by Congress in 1970, its main goal is to ensure that employers provide employees with an environment free from recognized hazards, such as excessive noise levels, mechanical dangers, heat or cold stress, or unsanitary conditions. The Occupational Safety & Health Administration (OSHA) under the Department of Labor administers the Act.

An OSHA publication entitled *Small Business Safety and Health Handbook* DDHS Publication Number 2021-120 [OSHA Publication Number 2209-07R 2021] was used as a guide for the contents of Appendix G. This OSHA publication is available at <https://www.cdc.gov/niosh/docs/2021-120/default.html>.

The California State Plan is an OSHA-approved workplace safety and health programs operated by the state. The Department of Industrial Relations (DIR) administers the California State Plan through Cal/OSHA. This plan covers both private sector and state and local government workers. OSHA monitors the California State Plan, which must be at least as effective as OSHA in protecting workers and in preventing work-related injuries, illnesses, and deaths. The Department of Industrial Relations (DIR) administers the California State Plan through Cal/OSHA, and has adopted unique standards for Injury and Illness Prevention Programs (see Appendix F of this Employee Handbook). Cal/OSHA utilizes the Division of Labor Standards Enforcement (DLSE)'s Policies and Interpretations Manual to provide guidance for the enforcement program.

## RESPONSIBILITIES

Pursuant to the Occupational Safety and Health Act, House of Spain is responsible for (1) providing its employees with a safe workplace ,and (2) complying with applicable OSHA regulations. Likewise, each employee is responsible for complying with those regulations through their adherence to the House of Spain (HOS) Safety Plan. The HOS Safety Manager is responsible for the implementation of the Safety Plan.

## SAFETY MEASURES

### **GENERAL HOUSEKEEPING**

- Doors
  - Exit doors in the exit path must remain unlocked and otherwise obstructed when the casita is occupied.
  - Exit doors must be opened from the direction of exit travel without the use of a key, tool, or any special knowledge or effort when the building is occupied.
  - Glass doors, glass panels in doors, windows, etc., that are subject to human impact, must be made of safety glass that meets the requirements for human impact
- Falling objects
  - Supplies and materials stored above kitchen and office cabinets as well as displays in the visitor area shall be secured to prevent them from falling on persons if the cabinets, shelves and displays are accidently disturbed or in an earthquake event.



➤ Floors

- Floors throughout the casita must be maintained in a dry condition, especially in the kitchen and bathroom areas.
- Sweep and wet mop the floors at the end of (1) public visiting periods on Saturdays and Sundays, (2) after other events such as board meetings, and (2) membership social events.

➤ Kitchen

- Store knives in a wooden block or in a drawer. Make sure the knives are out of the reach of children. Follow these knife safety tips to prevent injury.
  - Keep knives sharp, but be sure to keep them out of reach of children. Dull knives can slip while you are cutting. You are more apt to be careful with sharp knives.
  - Slice away from your hand and keep your fingers clear of the blade. Slicing away from your hand prevents an accidental cut if the knife slips.
  - Do not ever use the palm of your hand as a cutting board. That is just inviting the knife to slice into your hand.
  - When mincing, keep the tip of your knife on the cutting board and pump the handle up and down quickly. However, because that knife is moving fast, be extra careful about your fingers.
  - Curl your fingers under and hold the food with your fingertips when chopping. Better to ding a knuckle than slice a fingertip.
  - Use caution with steak knives. They are sharp enough to cut meat, which means they are sharp enough to cut you.
  - Do not lick the cream cheese off that butter knife. It really can cut your tongue.
  - Secure your cutting board. If it does not have rubber feet to help grip the counter, put a damp towel under the board when cutting.
  - Never slice things freehand over the sink. That is just an accident waiting to happen.
- Never cook in loose clothes and keep long hair tied back. You do not want anything accidentally catching fire.
- Never cook while wearing dangling jewelry. A bracelet can be tangled around pot handles.
- Wearing shoes while you cook is always recommended. Not only will the shoes protect you from a fallen sharp object, but they will also protect you from other kitchen mishaps such as broken glass and hot water or oil spills.
- Wipe up spills immediately. Keep the floor dry so that no one slips and falls
- Keep potholders nearby and use them! Be careful not to leave them near an open flame.
- Turn pot handles away from the front of the stove. Children cannot grab them, and adults cannot bump into them if they are out of the way.
- Do not let temperature-sensitive foods sit out in the kitchen. Raw meat, fish, and certain dairy products can spoil quickly, so refrigerate or freeze them right away.
- Separate raw meat and poultry from other items whenever you use or store them. This precaution avoids cross-contamination of harmful bacteria from one food to another.
- Wash your hands before handling food and after handling meat or poultry. Hands can be a virtual freight train of bacteria.
- Always wash your hands. You would think this is a given, but people forget. It is important to wash your hands in hot soapy water before and after cooking. Use paper towels to dry your hands afterward because if a dishtowel touches any raw meats or juices it can lead to a bad case of food poisoning. Be sure to clean all your surfaces and sinks where any raw meats or juices may have touched.

- Always stir and lift away from you. When lifting a lid on a pot there is condensation on the top. When lifting it off toward you, the scalding condensation can drip onto your skin, causing burns. The same goes for stirring. Make sure you always stir away from your body.
  - Do not set a hot glass dish on a wet or cold surface. Glass expands when it gets warm and shrinks when it cools down, which causes stress, resulting in a combustion of glass. The best place to set a glass lid is on top of a trivet, cutting board or potholder.
  - Do not use metal utensils on nonstick, Teflon pans. Cooking with metal utensils on Teflon or non-stick pans can cause flaking or chipping of the Teflon. This can mix toxic compounds into your food. A better solution is to use wooden or plastic spoons.
  - Do not use the same cutting board for raw meat, fruits and vegetables. Using the same cutting board for meats, fruits and vegetables because this can result in salmonella poisoning. The FDA advises you use two separate cutting boards: one for raw meat, poultry and seafood, and another for fresh fruits and vegetables. If you must use the same board, prepare your fruits and vegetables first, wash your cutting board thoroughly with soap and hot water, and then prepare the meats.
- **Ladders**
- All ladders shall be maintained in good condition, joints between steps and side rails are tight, all hardware and fittings are securely attached and moveable parts operating freely without binding or undue play.
  - The HOS Safety Manager shall routinely inspect ladders for damage.
  - When portable ladders are used to gain access to elevated platforms, roofs, etc., the ladder always extends at least 3 feet above the elevated surface.
  - Workers face the ladder and maintain three points of contact (two hands and a foot, or two feet and a hand) on the ladder when climbing.
  - Workers do not carry any object or load that could cause them to lose balance and fall while climbing the ladder.
  - Workers shall adjust extension ladders while standing at the base of the ladder and not while standing on the ladder or from a position above the ladder.
- **Trash and waste materials**
- Trash waste materials must be deposited in trash containers.
  - At the end of each activity all trash must be placed in large trash bags and deposited in the large trash bins located on the northeast side of the Balboa Park Building that is to the west of the International Cottages.
  - Recyclable materials (e.g., plastic and aluminum containers) shall be placed in the recycling container just inside the back door.

### **EMERGENCIES**

- Emergency telephone numbers will be posted in the casita office and adjacent to each telephone.

### **FIRST AID**

- A fully stocked first aid kit will be kept on the kitchen counter adjacent to the hallway door. Supplies in the first aid kit may be used as needed by both HOS members and casita visitors.
- The HOS Safety Manager shall periodically inspect the first aid kit and replenish supplies as needed.
- Employees who render first aid as a collateral duty shall be provided with appropriate personal preventative equipment (PPE), such as gloves.

### **EMERGENCY EVACUATIONS**

- During visiting hours on Saturday and Sunday the docent is responsible to insure all electrical devices and gas powered equipment is turned off before evacuating the building in an emergency unless doing so would endanger their health and safety.
- During all other times a Board of Directors member will insure electrical and gas powered devices are turned off before the building is evacuated unless doing so would endanger their health and safety.
- The designated evacuation area is located at the intersection of Pan American Road West and Pan American Plaza intersection immediately west of the Hall of Nations building as shown on the House of Pacific Relation International Cottages map included in the Fire and Earthquake Safety Plan (Appendix E). If an evacuation is required during the Saturday and Sunday public visiting periods the docent will direct visitors to the evacuation area, and assist them as needed.

### **VISITOR SAFETY**

- Docents must constantly observe visitors during the public visitation hours on Saturdays and Sundays to insure that they do handle any of the displays in a manner that could result in injury to anyone. This is especially true when young children are in casita are at displays along the adjacent walkway.
- Immediately notify the Police Department and Personnel Manager when unknown persons are acting in a suspicious manner in or around the facilities, or when keys are missing;

### **CASITA SECURITY**

The security of facilities as well as the welfare of our employees depends upon the alertness and sensitivity of every individual to potential security risks. If you find that keys to the casitas are missing, notify the HOS Safety Manager.

When the casita is open to the public, the employees will insure the following safety precautions are observed.

- Immediately call 911 and the Balboa Park Ranger (619-235-1122) when unknown persons are acting in a suspicious manner in or around the casita.
- When called away from the casita for an extended length of time close and lock the doors.
- Put valuables and/or personal articles in a secure place in the casita.
- Secure the casita at the end of the day.

**HOUSE OF SPAIN  
EMPLOYEE HANDBOOK**

**APPENDIX H**

**PROGRESSIVE DISCIPLINE PROCEDURES**

# HOUSE OF SPAIN PROGRESSIVE DISCIPLINE PLAN

## PURPOSE

Progressive discipline is a method of discipline that uses graduated steps for dealing with problems relating to an employee's conduct or performance that do not meet clearly defined standards and policies. The ultimate objective of progressive discipline is to help employees correct conduct problems and resolve performance issues at their earliest stage. Using a progress discipline system:

- Provides a consistent, objective and fair process for disciplining.
- Promotes open communication between the Personnel Manager and HOS employees.
- Improves employee productivity.
- Potentially increases employee retention by resolving issues.
- Provides important documentation should a termination become necessary.

## DISCIPLINARY PROCEDURE<sup>1</sup>

### ➤ **STEP 1: COUNSELING**

For a first offense where the infraction is minor, an oral discussion characterized as "counseling" is usually appropriate. The HOS Personnel Manager will inform the employee of the infraction and clearly advise the employee of the conduct expected, and that future infractions may result in more severe discipline. Counseling sessions are different from verbal warnings because counseling sessions are used as a pre-emptive measure before the problem becomes too serious.

Within five business days, the Personnel Manager will prepare written documentation of the verbal counseling. The employee will be asked to sign this document to demonstrate his or her understanding of the issues and the corrective action.

### ➤ **STEP 2: VERBAL WARNING**

A verbal warning may be appropriate for a more serious offense where counseling is inadequate. It could also be a step following counseling. When issuing a verbal warning, the Personnel Manager should clearly advise the employee as to what is needed to remedy the employee's infraction, and advise the employee that more severe disciplinary consequences will follow if the infraction is repeated.

A formal performance improvement plan (PIP) requiring the employee's immediate and sustained corrective action will be issued within five business days of a Step 2 meeting. The written warning may also include a statement indicating that the employee may be subject to additional discipline, up to and including termination, if immediate and sustained corrective action is not taken.

### ➤ **STEP 3 WRITTEN WARNING AND SUSPENSION**

The next step is a written warning that follows an unsuccessful verbal warning, or new problems that have arisen. This document should clearly state the infraction and the consequences of a

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<sup>1</sup> Material in this section was obtained from a **SHRM Better Workplaces Better World** website.

<https://www.shrm.org/resourcesandtools/tools-and-samples/policies/pages/progressivedisciplinepolicy.aspx>

repeat offense. The written warning should be addressed to the employee and a copy placed in the employee's personnel file.

Suspensions that are recommended as part of the normal sequence of the progressive discipline policy and procedures are subject to approval from HOS President.

Depending on the seriousness of the infraction, the employee may be suspended without pay in full-day increments consistent with federal, state and local wage and hour employment laws. Nonexempt/hourly employees may not substitute or use an accrued paid vacation or sick day in lieu of the unpaid suspension. In compliance with the Fair Labor Standards Act (FLSA), unpaid suspension of salaried/exempt employees is reserved for serious workplace safety or conduct issues. The Personnel Manager will provide guidance to ensure that the discipline is administered without jeopardizing the FLSA exemption status.

Pay may be restored to the employee if an investigation of the incident or infraction absolves the employee of wrongdoing.

➤ **STEP 4: TERMINATION**

The decision to terminate an employee should be one made as the result of consultation between the HOS Personnel Manager and the HOS President. A single person should never make the decision. Consistency is important. The HOS opens itself to various legal claims if one employee is discharged for an infraction while another employee is treated differently for the same infraction.

**APPEALS PROCESS**

Employees will have the opportunity to present information to dispute information the HOS has used to issue disciplinary action. The purpose of this process is to provide insight into extenuating circumstances that may have contributed to the employee's performance or conduct issues while allowing for an equitable solution.

If the employee does not present this information during any of the step meetings, he or she will have five business days after each of those meetings to present such information.

**PERFORMANCE AND CONDUCT ISSUES NOT SUBJECT TO PROGRESSIVE DISCIPLINE**

Behavior that is illegal is not subject to progressive discipline and may result in immediate termination. Such behavior may be reported to local law enforcement authorities.

Similarly, theft, substance abuse, intoxication, fighting and other acts of violence at work are also not subject to progressive discipline and may be grounds for immediate termination.

**DOCUMENTATION**

The employee will be provided copies of all progressive discipline documentation, including all PIPs. The employee will be asked to sign copies of this documentation attesting to his or her receipt and understanding of the corrective action outlined in these documents.

Copies of these documents will be placed in the employee's official personnel file.

**HOUSE OF SPAIN  
EMPLOYEE HANDBOOK**

**APPENDIX I**

**EARTHQUAKE PREPAREDNESS HANDBOOK**

The earthquake related information contained in this handbook was extracted from the Earthquake Country Alliance website – [Earthquake Country Alliance: Welcome to Earthquake Country!](#) on August 20, 2021.

Earthquake Country Alliance (ECA) is a public-private-grassroots partnership of people, organizations, and regional alliances that work together to improve earthquake and tsunami preparedness, mitigation and resiliency.

ECA develops resources and organizes activities to help everyone who lives, works, or travels in earthquake country be prepared to survive and recover quickly.



## Kitchen Cabinets

Unsecured cabinet doors fly open during earthquakes, allowing glassware and dishes to crash to the floor. Many types of latches are available to prevent this: child-proof latches, hook and eye latches, or positive catch latches designed for boats. Gas appliances should have flexible connectors to reduce the risk of fire. Secure refrigerators and other major appliances to walls using earthquake appliance straps.

### Kitchen cabinets

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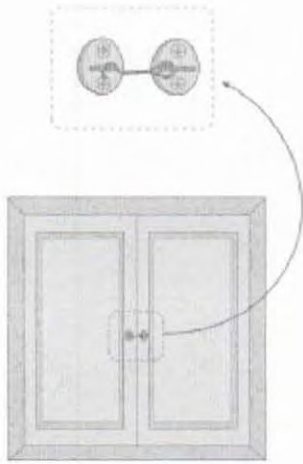
The ground swells and rolls of an earthquake can cause cabinet doors to fly open and contents to spill onto the floor. Glass jars and dishes can shatter and cause injuries and damage. Heavy objects can fly across the room, injuring any in their path or damaging counter tops, floors, or walls.

### Securing kitchen cabinets

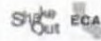
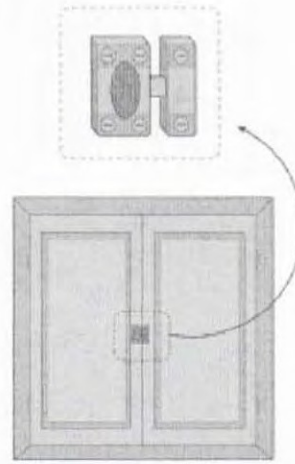
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To prevent cabinet doors from flying open, install one of the following types of latches:

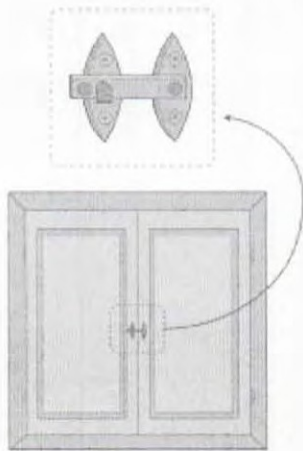
- A. Hook and eye – inexpensive; you may not close it every time
- B. Standard latch – mounts to the front of the door; you may not close it every time
- C. Pull/throwover – closes automatically; mounts to the front of the door
- D. Push latches – mounts inside the door; holds the door firmly shut; opens by being pushed gently inward
- E. Child-proof – inexpensive; closes automatically; requires an extra action when you open the door; takes some getting used to – must reach inside cabinet to release latch
- F. Seismolatch



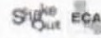
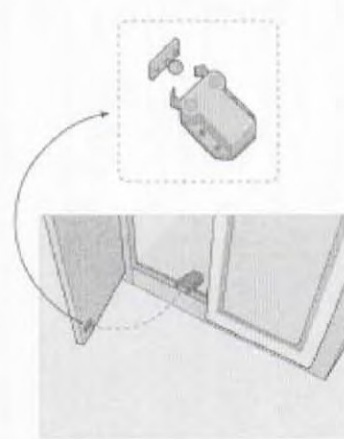
A. Hook and eye latch



B. Standard latch



C. Pull/throwover latch



D. Push latch



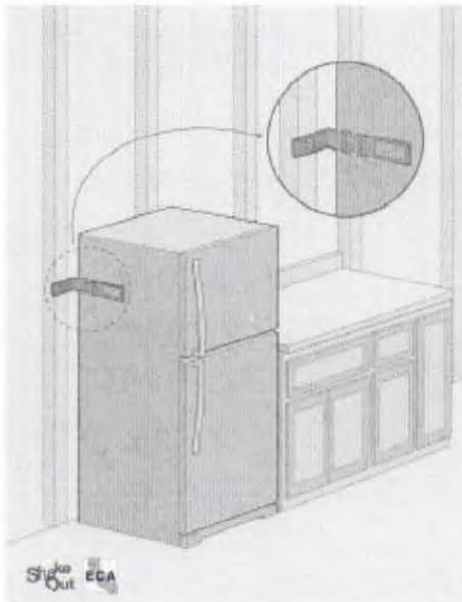
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#1 – Secure refrigerators and other major appliances to wall studs using earthquake appliance straps. Packages are available in large hardware stores. #2 – Another option is to install angle brackets or pronged zee clips. Read the “How To” below:

## Supplies Required

- Angle bracket—4" x 2" x 1/8"
- Lag bolts—3/8" diameter x 4" (for wood)
- Expansion bolts—1/2" diameter x 4" (for concrete)
- Metal screws—No. 14
- Pronged zee clip



Wall Anchorage

## Installation

### Angle Bracket Installation

1. Secure the angle bracket to a wood wall with a lag bolt for wood.

OR

Secure to a concrete wall with an expansion bolt for concrete.

2. Use a metal screw to attach bracket to the refrigerator.

### Pronged Zee Clip Installation

1. Align the angle of the clip with the leg of the refrigerator.

### Note

- Place refrigerators and vending machines away from exits and hallways if possible.
- Enclose refrigerators in a confined space (if possible) to prevent the machine(s) from tipping over.

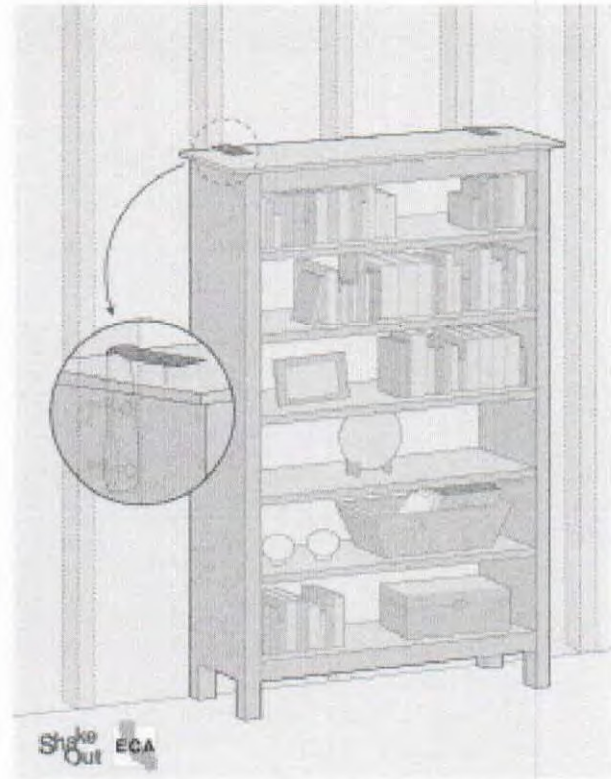
## Caution

When anchoring to post-tensioned slab, locate and avoid reinforcing.

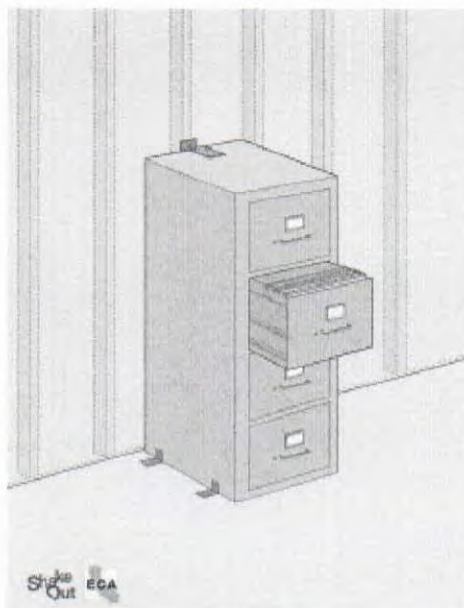


Tall pieces of furniture, such as bookcases, china hutches, and armoires are very likely to fall when the ground is rolling and shaking. You can prevent them from falling on someone you care about, and save their contents, by completing these simple steps:

1. Secure the furniture item to the wall stud.
  - Locate the wall studs using a stud finder
  - Secure each furniture piece to at least two wall studs, depending on size and weight, using commercially available kits utilizing nylon strapping that bolt to the wall at one end and have adhesive pads that stick to the furniture (and have velcro or buckle fasteners). These can be attached out of view, behind or above the furniture.
  - Another option is to use metal "L" brackets that screw into both the wall stud and the furniture, however in strong shaking these do not allow any flexibility (which can break the metal or damage furniture).
2. Place heavy and/or large items on lower shelves to prevent them from flying around the room in an earthquake.
3. The ground swells and rolls of an earthquake can cause anything resting on shelf or counter tops to fall – see [TVs](#), [computers](#), and [electronics](#) to learn how to secure these items. For more delicate items like china, crystal or pottery – consult our page about [objects on open shelves or table tops](#).



Tall furniture should be attached to wall studs to avoid toppling in an earthquake.



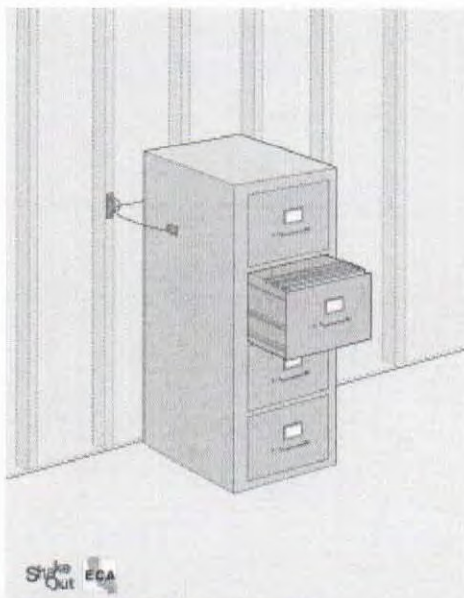
File Cabinet with Clip Angle

## Recommendations

- Commercially available flexible fasteners such as nylon straps allow tall objects to sway without falling over, reducing the strain on the studs. Loose shelving can also be secured by applying earthquake putty on each corner bracket.
- Another option is to anchor the file cabinets with clip angles. Read the “How To” instructions below:

## Supplies Required

- Clip angles—2" x 2" x 3/16"
- Lag bolts—1/4" diameter x 3" (for wood walls)
- Expansion bolts—3/8" diameter x 2" (for concrete walls)
- Top clips—2" x 3/32"
- Sheet metal screws—No. 10
- Leash Locks for drawers without latching locks  
OR Thumb Lock latches



File Cabinet with Steel Cord

## Installation

1. Anchor file cabinets with four or more drawers to wall stud with clip angles.

2. Use lag bolts for wood walls **OR** Use expansion bolts for concrete walls.
3. Connect adjacent cabinets with top clips and sheet metal screws. Use clips near the cabinet bases.

### Note

- Fill file cabinets from the bottom up if it is not full.
- Locate cabinets away from exits and hallways.
- Do not place file cabinets so that the drawer opens toward the occupants of the room.
- Keep cabinet drawers shut, locked, or secure with latches.

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## TVs, Computers, and Electronics

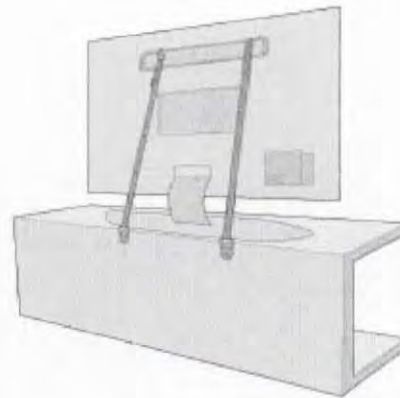
Televisions, stereos, computers and microwaves and other electronics are heavy and costly to replace. The ground swells and rolls of an earthquake can cause anything resting on shelf or counter tops to fall – TVs, stereos, computers, microwaves, lamps, etc.

## Recommendations

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#1 – They can be secured with flexible nylon straps and buckles for easy removal and relocation. Commercial packages are available at hardware stores. #2 – Another easy way to protect against these types of losses is to use Velcro™ or other similar products. Follow the “how-to” directions below:

- Choose a Velcro™-type product that has adhesive on the back.
- Cut the Velcro™ into large squares. You will need four squares to secure most items, one for each leg or corner of the item.
- Press the two sides of the Velcro™ together.
- Remove the paper from the backs of the Velcro™ to expose the adhesive.
- With the Velcro™ still pressed together, stick it on the legs or corners of the item, and then place the item on the shelf or counter top where you want it located.



Step Out ECA

## ALTERNATE SOLUTIONS

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### Recommendations

Install one of the following:

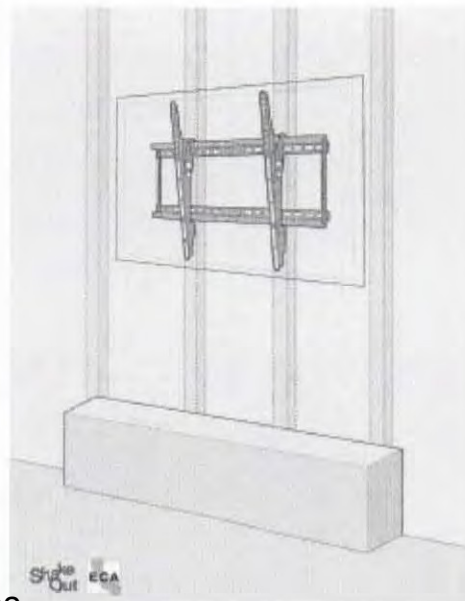
- Bungee cord
- Strap/lock fasteners
- Leash locks
- Earthquake pads

### Note

- Use leash locks for equipment that may be moved (for example, telephones, keyboards, laptops.)
- Fasten near the top and near the bottom if equipment is more than two times as tall as it is wide.

### Supplies Required

- Bungee cord



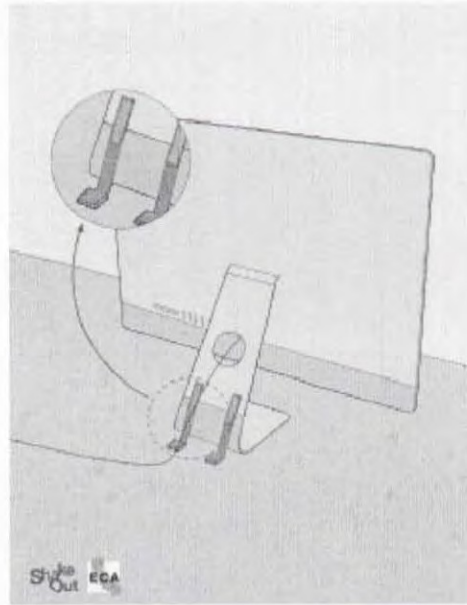
Step Out ECA

Privacy - Terms

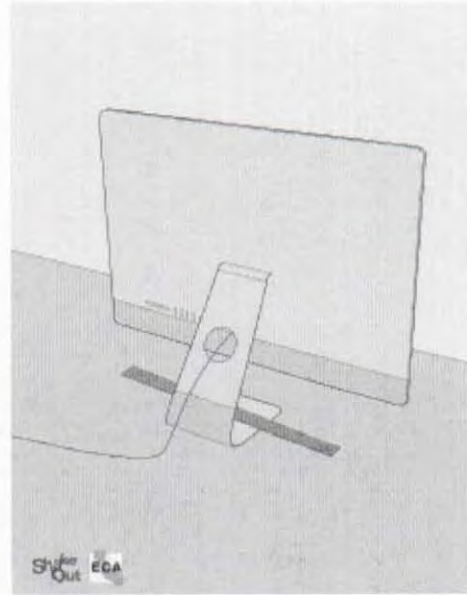


TV Wall Mounting Equipment

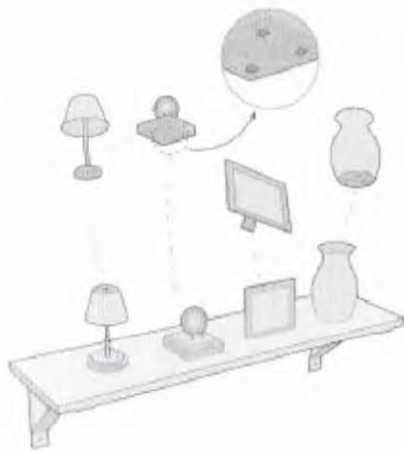
- Eye-bolts—3/16" diameter
- Versa Grip fasteners
- Lease locks
- Rubber doorknob bumpers
- Threaded or glued mounting



Securing Computer – Grip Fasteners



Security Strap



Collectibles, pottery objects, and lamps can become deadly projectiles. Move heavy items and breakables to lower shelves. Use either hook and loop fasteners on the table and object, or non-damaging adhesives such as earthquake putty, clear quake gel, or microcrystalline wax to secure breakables in place. In addition to causing injuries, damage to your more delicate items like knickknacks, Grandmother's china, or crystal vases can be both a financial and an emotional loss. This is preventable. If you chose products like Quake Hold™ or Museum Wax™ to secure your items, they are available at many hardware stores or online.

Install clip angles and steel struts for shelf units weighing less than 250 pounds.

## Supplies Required

- Clip angles—1-1/2" x 1-1/2" x 1/8" (4' maximum spacing)
- Lag bolts—3/8" diameter (for wood shelving)
- Expansion bolts—3/8" diameter (for concrete floors and walls)
- Steel strut—1-1/2" x 1-1/2" x 1/8"
- Sheet metal screws—No. 10 x 3/4"
- Machine bolts—1/4" diameter
- Wood screws—No. 10 x 3/4"
- Steel plates—1/8" x 3" x 6"
- Strap bracing—16 gage x 1"



Step Out ECA

Bookcases – floor anchorage options (6' or more in height)

## Installation

### Clip Angle – Wall Attachment

1. Attach the shelf unit directly to the wall with a clip angle.
2. Secure the unit to the wall with a lag bolt for wood. Embed it into a stud at least 2". (Do not attach to gypsum wallboard only.) **OR** Secure to wall with an expansion bolt for concrete.

### Clip Angle – Floor Attachment

Attach a clip angle to a concrete floor with expansion bolts. **OR** Attach a clip angle to a wood floor with lag bolts.

### Caution

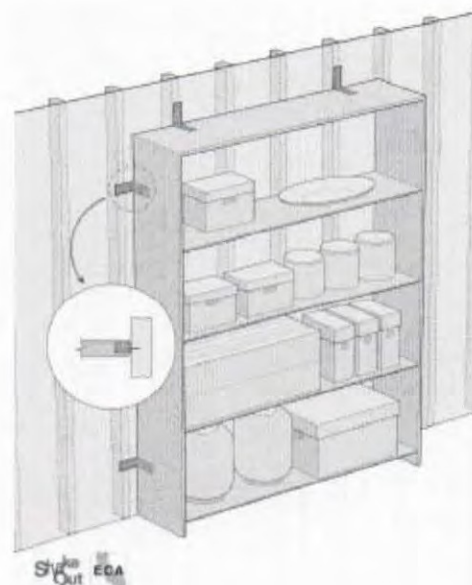
When anchoring to post-tensioned slab, locate and avoid reinforcing.

### Overhead Steel Strut Installation

Secure overhead strut with screws to shelving.

### Note

- For shelf units that weigh over 250 pounds (including contents), consult a structural engineer.
- Attach shelving to frames.



Step Out ECA

Clip Angles for Shelving Units

- Connect adjacent shelf units with steel plates and machine bolts.
- Install strap bracing across back of shelving. Provide three screws at each end of the bracing.



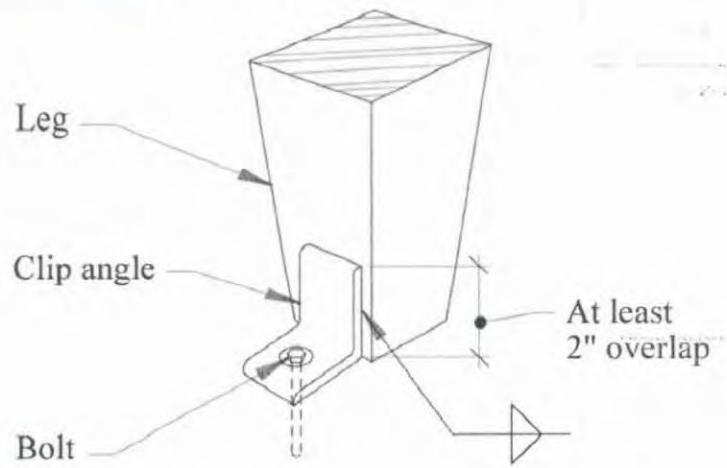
Install a clip angle or a metal plate.

### Caution

When anchoring to post-tensioned slab, locate and avoid reinforcing.

## Supplies Required

- Clip angle—3" x 3" x 1/4"
  - Metal plate—1/4" x 3" x 3"
  - Expansion bolts—3/8" or 1/2" diameter x 2" to 4" (for concrete floors)
- OR
- Lag bolts—1/2" diameter x 4" (for wood floors)



Source: Noson, Perbix, SSD

## Installation

### Clip Angle Installation

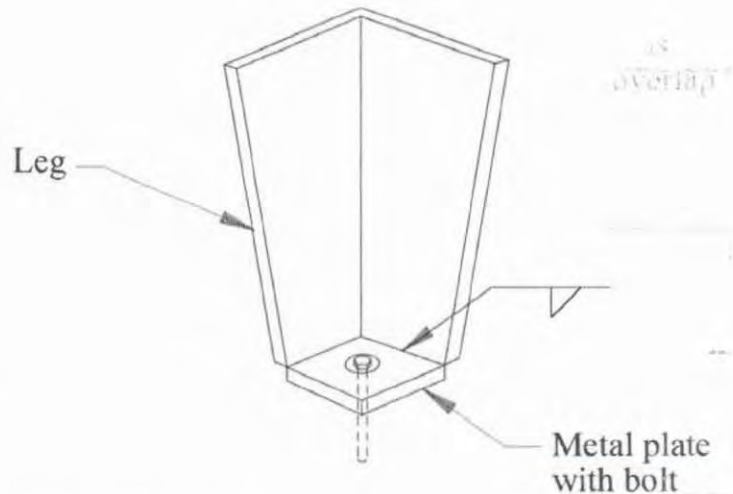
1. Weld a clip angle to leg (4" of 1/8" fillet).  
OR  
Secure clip angle with a lag bolt for wood legs or a machine bolt or steel legs.
2. Overlap clip angle 2" with the floor mounted object.
3. Secure horizontal leg of angle with a lag bolt to wood or an expansion bolt to concrete.

### Metal Plate Installation

1. Weld the metal plate inside the leg of the object (4" of 1/8" fillet).
2. Secure the metal plate with a lag bolt to wood or an expansion bolt to concrete.

### Note

If object is marked DO NOT BOLT TO FLOOR, locate it away from classrooms and people.



Source: Noson, Perbix, SSD

Use metal edge angles to secure large items or to secure items stored in high areas. Secure computers or typewriters to tables or shelves without lips with net restraint, or choose between Velcro™ patches or a seismic mat. Install one of the following or a combination:

- Metal edge angle
- Net restraints
- Clips, cords, Velcro™, seismic mat, or shelf lip

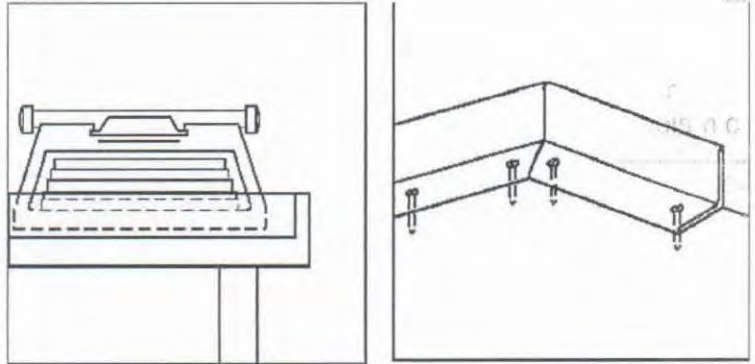
## Metal Edge Angle

### Supplies Required

- Metal edge angle—1-1/2" x 1-1/2" x 10" gauge
- Small wood screws—No. 10 x 3/4"

### Installation

1. Add metal edge angles to shelving.
2. Screw platform with wood screws at 18" on center.



**Shelf Lip**

**Metal Edge Angle**

## Net Restraint – Recommendation

Use net restraints for items that are bulky or stored high.

### Supplies Required

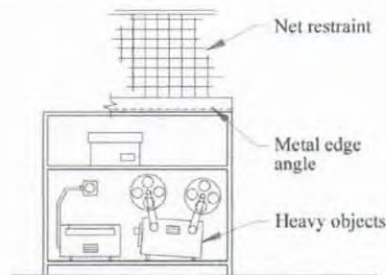
- Net restraints—nylon netting
- Eye-hooks

### Installation

Secure nylon netting with eye-hooks.

#### Note

- Do not use metal edge angles where top heavy items are stored.
- Store heavy objects as low as possible.
- Restrain boxes on shelves.



Source: Noson, Perbix, SSD

## Clips/Cords/Velcro™/Shelf Lip

Use zee clips, bungee cords, or Velcro™ to secure small items.

**OR**

Use shelf lip for small items.

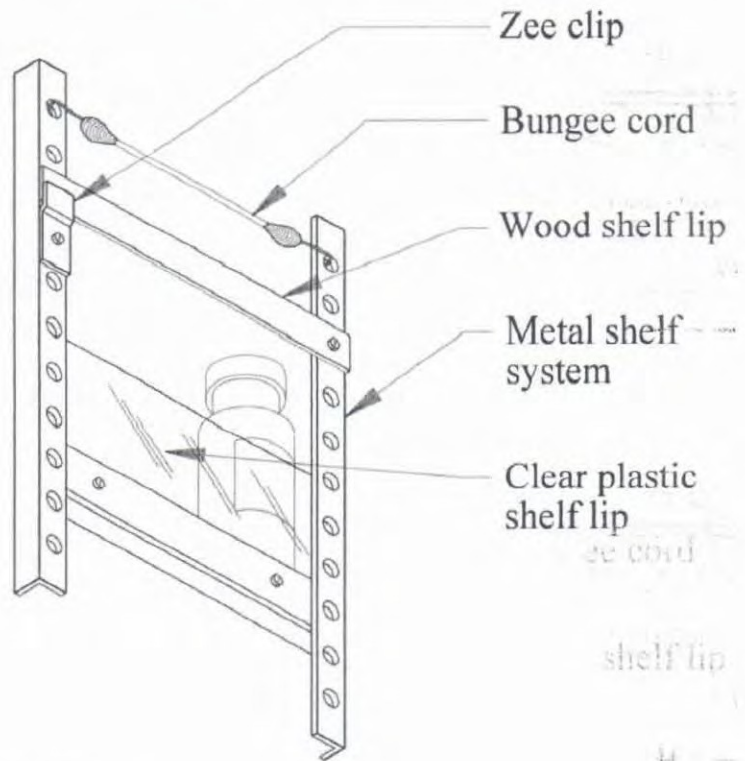
### Clips/Cords/Velcro™/Shelf Lip – Supplies Required

- Zee clips **OR** Shelf lip

- Bungee cord or wire
- Velcro™
- Clear plastic or wood shelf lip
- Nylon netting

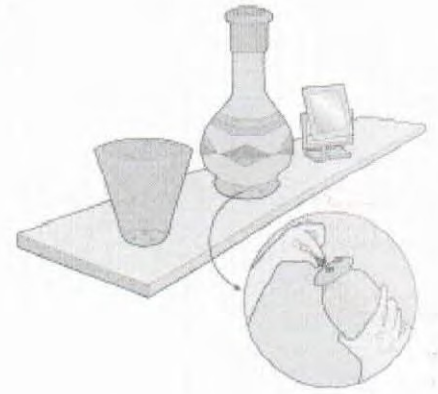
**Note**

- Make sure shelving is securely attached to walls.
- Contain small items in boxes.





In addition to causing injuries, damage to your more delicate items like knickknacks, Grandmother's china, or crystal vases can be both a financial and an emotional loss. This is preventable. If you chose products like Quake Hold™ or Museum Wax™ to secure your items, they are available at many hardware stores or online.



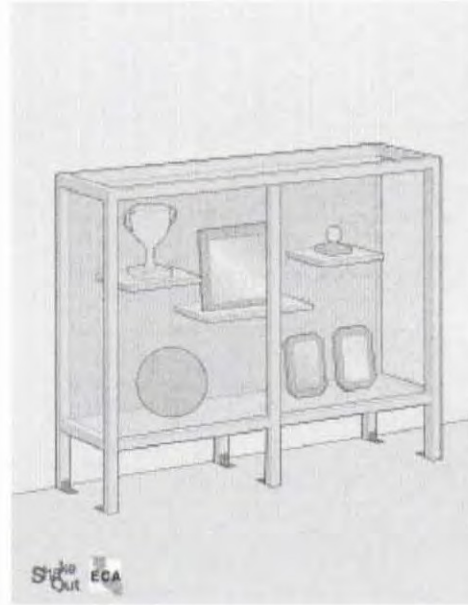


## Recommendations

- Secure display case to floor.
- Use angle bracket if needed.
- Secure contents to shelves using hook-and-loop or similar devices.
- Secure art objects or potted plants with ropes, chains or cables attached to eyebolts installed into wall studs or blocking.

### Notes

- Display case must have safety glass.
- Shelves in display case must be secured.



Display Cases

## Purpose

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To secure lights and grills.

## Recommendation

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Brace lights with wire.

## Installation — Wire

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### Supplies Required

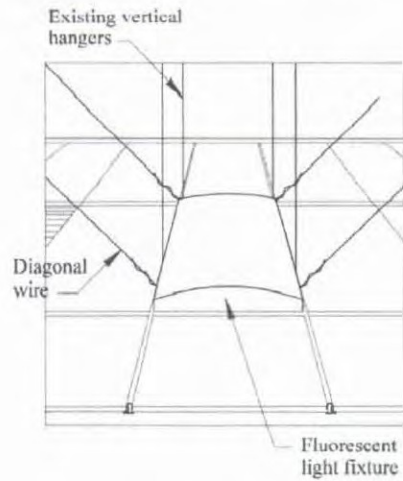
- Wire—No. 12 gage

### Wire Installation

1. Brace ceiling-mounted lights with a diagonal wire at each corner to the structure above.
2. Secure wire with three tight turns at each end.

### Note

- Replace diffuser panels with plastic panels.
- Add safety chains to panels if these are lacking.



Source: Noson, Perbix, SSD

## Recommendation

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Install slips to secure ventilation grills.

## Installation — Clips

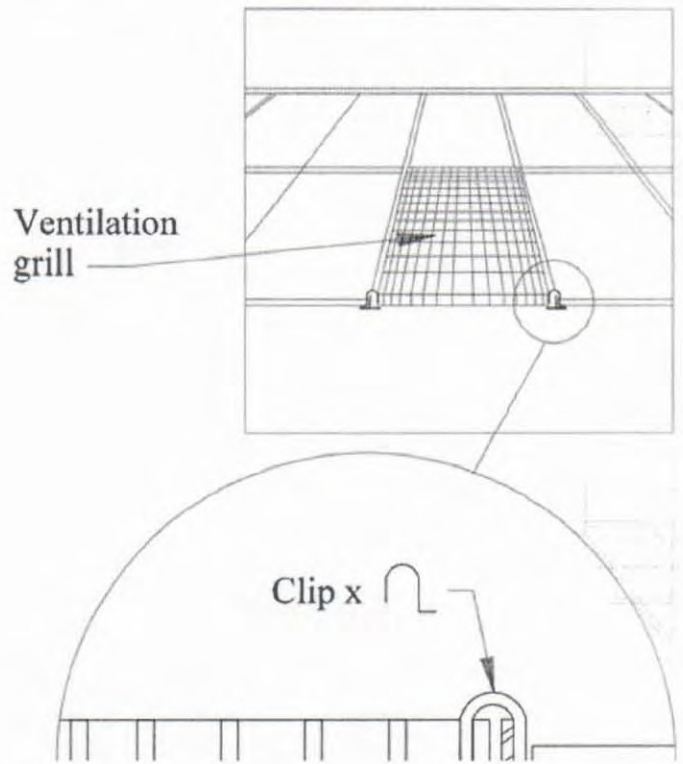
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### Supplies Required

- Clip—18 gage
- Sheet metal screws—No. 6

### Clip Installation

1. Install one clip at each corner of the grill.
2. Attach the clip to T-grid with one screw.



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