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6 7 8 9 10 11	WILLIAM T. HANLEY, Bar No. 327126 MICHAELA F. POSNER, Bar No. 339648 WEINBERG, ROGER & ROSENFELD A Professional Corporation 800 Wilshire Blvd. Suite 1020 Los Angeles, California 90017 Telephone (213) 380-2344 Fax (213) 443-5098 E-Mail: courtnotices@unioncounsel.net whanley@unioncounsel.net mposner@unioncounsel.net	
12 13 14	Attorneys for Plaintiff SERVICE EMPLOYEES INTERNATIONAL UNION, UNITED HEALTHC WORKERS-WEST	CARE
15	SUPERIOR COURT OF THE STATE OF CALIFORNIA	
16	IN AND FOR THE COUNTY OF LOS ANGELES	
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18	SERVICE EMPLOYEES INTERNATIONAL UNION, UNITED HEALTHCARE	Case No. 23STCV08047
19	WORKÉRS-WEST,	COMPLAINT FOR INJUNCTIVE RELIEF AND COMPENSATORY
20	D1 : .: cc	RELIEF AND COME ENSATORT
20	Plaintiff,	DAMAGES DAMAGES
21	v.	
21 22	v. PRIME HEALTHCARE CENTINELA HOSPITAL MEDICAL CENTER,	
21 22 23	v. PRIME HEALTHCARE CENTINELA	
21 22 23 24	v. PRIME HEALTHCARE CENTINELA HOSPITAL MEDICAL CENTER, MOHAMMAD ABDELNASER, and DOES 1	
21 22 23 24 25	v. PRIME HEALTHCARE CENTINELA HOSPITAL MEDICAL CENTER, MOHAMMAD ABDELNASER, and DOES 1 to 100, Inclusive,	
21 22 23 24 25 26	v. PRIME HEALTHCARE CENTINELA HOSPITAL MEDICAL CENTER, MOHAMMAD ABDELNASER, and DOES 1 to 100, Inclusive,	
21 22 23 24 25	v. PRIME HEALTHCARE CENTINELA HOSPITAL MEDICAL CENTER, MOHAMMAD ABDELNASER, and DOES 1 to 100, Inclusive,	

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Plaintiff, SERVICE EMPLOYEES INTERNATIONAL UNION, UNITED HEALTHCARE WORKERS-WEST complains and alleges as follows:

INTRODUCTION

- 1. In November 2022, the People of the City of Inglewood, California, achieved a historic victory: they passed a ballot measure raising the minimum wage for healthcare employees working in the City to \$25 per hour. Measure HC, now known as Ordinance No. 23-10 and codified at Inglewood Municipal Code section 8-150, et seq., was formally adopted by the Inglewood City Council and went into effect on approximately December 23, 2023. Now, mere months later, aggrieved employers are taking their revenge. On March 31, 2023, Prime Healthcare Centinela Hospital Medical Center, an acute-care hospital located in Inglewood, laid off 48 workers, after already significantly cutting the work hours of various others. Both actions were a direct response to the increased minimum wage, and therefore clearly violated multiple provisions of Ordinance No. 23-10. For this reason, it is appropriate and required that the Court grant relief as requested below to the healthcare workers affected by the Medical Center's unlawful actions.
- 2. Plaintiff SERVICE EMPLOYEES INTERNATIONAL UNION, UNITED HEALTHCARE WORKERS-WEST ("SEIU-UHW"), in its capacity as a "Representative of Healthcare Workers" within the meaning of Ordinance No. 23-10, brings this action against Defendant PRIME HEALTHCARE CENTINELA HOSPITAL MEDICAL CENTER ("Medical Center") and Defendant MOHAMMED ABDELNASSER, CEO & Chairman of the Medical Center (collectively, Defendants) for violations of the Inglewood City Municipal Code, including but not limited to, Section 8-152(c) and Section 8-153. Specifically, Defendants laid off covered healthcare workers and reduced the scheduled hours of other covered healthcare workers for two prohibited purposes: (1) to fund the wage increases mandated by Ordinance No. 23-10; and (2) to retaliate against workers for asserting their rights under Ordinance No. 23-10.
- 3. The healthcare workers that SEIU-UHW represents in this action are those SEIU-UHW members who were laid off or had their scheduled work hours reduced as a result of the Medical Center's unlawful conduct. These workers have suffered, and continue to suffer,

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economic and other losses in amounts as yet unascertained, but subject to proof at trial, and within the jurisdiction of this Court.

JURISDICTION

- 4. The Superior Court of the State of California has jurisdiction over this matter pursuant to Section 8-155(d) of the Inglewood Municipal Code, which states in relevant part:
 - a. "A Healthcare Worker, a representative of a Healthcare Worker, the City Attorney, or another Person acting on behalf of the public as provided for under applicable state law may bring a civil action in a court of competent jurisdiction against an Employer violating this Article."
- 5. Jurisdiction is appropriate in this Court because the Medical Center is located in California and all Defendants regularly conduct business in California. There is no federal question at issue. Plaintiffs' claims are based solely on California law.
- 6. Venue is proper in this judicial district and the County of Los Angeles, California, because Plaintiff SEIU-UHW maintains offices and performs work in the County of Los Angeles; because Defendants maintain offices and facilities and transact business in the County of Los Angeles; and because Defendant's wrongful conduct that is the subject of this action occurred in the County of Los Angeles.

PARTIES

7. Plaintiff SEIU-UHW is a healthcare justice union made up of more than 100,000 healthcare workers, patients, and activists. SEIU-UHW represents healthcare workers throughout the State of California including within the City of Inglewood. SEIU-UHW is the sole representative of a bargaining unit of employees working at the Medical Center. Each and every one of these employees are covered healthcare workers within the meaning of Inglewood Municipal Code section 8-151(f). SEIU-UHW is a "representative of healthcare worker[s]" within the meaning of Inglewood Municipal Code section 8-155(d) and has standing to bring this action under that provision. Moreover, SEIU-UHW has associational standing to represent the

¹ SEIU-UHW is a labor organization within the meaning of Section 2(5) of the National Labor Relations Act ("Act"), as amended, 29 U.S.C. section 152(5).

interests of its members and brings this action on their behalf. (*United Food and Commercial Workers Local 571 v. Brown Group, Inc.* (1996) 517 U.S. 544, 551-53; *Hunt v. Washington State Apple Advertising Comm'n* (1977) 432 U.S. 333, 343; *Brotherhood of Teamsters & Auto Truck Drivers v. Unemployment Ins. Appeals Bd.* (1987) 190 Cal.App.3d 1515, 1521-22.)

- 8. Defendant Prime Healthcare Centinela Hospital Medical Center is an acute care hospital in Inglewood, California. Defendant has its principal place of business in the State of California and the County of Los Angeles. Defendant is a "Covered Healthcare Facility" within the meaning of Section 8-151(b) of the City of Inglewood Municipal Code and an "Employer" within the meaning of Section 8-151(e) of the Inglewood Municipal Code. At all relevant times, Defendant has done business in California and committed the unlawful acts alleged in this Complaint in California.
- 9. Defendant Mohammed Abdelnasser is the CEO & Chairman of Centinela Hospital Medical Center.² Defendant Abdelnasser, as a corporate officer of the Medical Center, is an "Employer" within the meaning of Section 8-151(e) of the Municipal Code. Defendant Abdelnasser participated in, approved, and/or condoned the unlawful actions described herein.
- 10. The true names and capacities of DOES 1 through 100, inclusive, are unknown at this time, and Plaintiff therefore sues such DOE Defendants under fictitious names. Plaintiff is informed and believes, and thereon alleges, that each Defendant designated as a DOE is in some manner responsible for the occurrences alleged herein, and that Plaintiff's injuries and damages, as alleged herein, were proximately caused by the conduct of such DOE Defendants. Plaintiff will seek leave of the Court to amend this complaint to allege the true names and capacities of such DOE Defendants when ascertained.

FACTUAL ALLEGATIONS

THE HISTORIC MINIMUM WAGE ORDINANCE

11. There is a serious staffing crisis in California's healthcare industry. In a 2022 survey of over 33,000 California healthcare workers, including employees of Defendant, 83% of

² <u>https://centinelamed.com/about-us/executive-team/.</u>

all respondents reported that their department was either "severely" or "somewhat" understaffed.³ Among respondents to the same survey, 73% reported that they "always, frequently, or sometimes feel they lack proper time to care for patients," and 41% reported that they have been forced to ignore or skip safety protocols because of short staffing.⁴ Perhaps most notably, 38% of respondents stated that vacant positions in their department generally took more than seven months to fill.⁵

- 12. Plaintiff SEIU-UHW is engaged in a long-term campaign to remedy this staffing crisis. The campaign involves engaging with state and local officials and sponsoring new laws that properly compensate frontline healthcare workers, who have been decimated by the ongoing COVID-19 pandemic. Inglewood Measure HC, which SEIU-UHW sponsored, was part of this campaign. The ballot measure, which sought to immediately increase the minimum wage of covered healthcare workers to \$25 per hour, arose out of an initiative petition entitled "Healthcare Workers Minimum Wage Ordinance." The petition received enough certified signatures for inclusion on the ballot for the General Municipal Election of November 8, 2022, and ultimately passed with 53.65% support.⁷
- On approximately December 23, 2023, the Inglewood City Council formally 13. adopted Measure HC, also known as Ordinance No. 23-10. The law is codified at Municipal Code section 8-150, et seq. 8 Section 8-150 of the Ordinance, titled "findings and purposes," states in relevant part:
 - "The City of Inglewood needs a sufficient healthcare workforce to ensure that healthcare facilities that provide necessary care to residents and visitors offer consistent timely, high-quality care. Hospitals, health systems, and clinics are

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³ SEIU-UHW, "Crisis in Care," p. 10 (2022), available here: https://seiuuhw.wpenginepowered.com/wp-content/uploads/2022/05/2022-04 Report Staffing-Survey-10.1 DIGITAL.pdf.

⁴ *Id.*, at pp. 14, 16.

⁵ *Id.*, at p. 20.

https://www.cityofinglewood.org/AgendaCenter/ViewFile/Item/13578?fileID=16985.3

⁷ https://www.seiu-uhw.org/press/inglewood-voters-pass-measure-hc-25-minimum-wage-forhealthcare-workers-healthcare-industry-spends-1-1-million-to-defeat-fair-wages-in-duarte/.

⁸ https://content.gcode.us/lib/inglewood ca/alerts/documents/ordinance 23 10.pdf.

facing staffing shortages that could jeopardize the availability of care in our city. Healthcare job vacancies are rising as workers on the frontlines deal with the emotional, mental, and physical fallout of providing healthcare during a pandemic. Workforce shortages across industries also mean that the healthcare industry is competing with other economic sectors to fill critical non-clinical positions such as for cleaning staff, food service workers, and IT administrators. With rising housing costs, healthcare workers are being forced to live further from their places of work, increasing their stress and leading to retention challenges. While healthcare workers are experiencing unprecedentedly difficult working conditions and burnout, the healthcare industry received billions of dollars in stimulus funds during the pandemic and many CEOs were paid compensation packages in the millions. The healthcare industry needs to fairly compensate workers who are sacrificing every day to care for their patients. Raising the minimum wage will help address retention challenges and workforce shortages affecting healthcare facilities in Inglewood, and will fairly compensate healthcare workers for their contributions and sacrifices."9

14. As noted above, Section 8-152(a) of the Ordinance states as follows: "An Employer shall ensure that each Healthcare Worker it employs, or over whom it exercises control, is paid a Minimum Wage equivalent to no less than the hourly rate set forth herein or under the authority of this Article for hours worked within the geographic boundaries of the City." Pursuant to Section 8-152(b)(1), "[t]he Minimum Wage for Healthcare Workers shall be as follows: On the effective date of this Article, the Minimum Wage shall be no less than \$25 per hour." Section 3 of the Ordinance states that its "effective date" will be "the earliest date allowed by law" after approval by the voters. The City Council has stated that the Ordinance is effective as of December 23, 2023.

15. Pursuant to Section 8-151(b)(1) of the Inglewood Municipal Code, a "Covered Healthcare Facility" includes "[a] licensed general acute care hospital as defined in Section

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⁹ *Id*.

¹⁰ *Id*.

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¹¹ *Id*.

1250(a) of the California Health and Safety Code." There is no dispute that Defendant Medical Center is a covered healthcare facility under this definition.

- Pursuant to Section 8-151(d) of the Inglewood Municipal Code, an "Employee" 16. "has the same meaning as in Section 2775 of the California Labor Code." There is no dispute that members of the SEIU-UHW bargaining unit employed at the Medical Center are and were at all relevant times "employees" under this definition.
- 17. Pursuant to Section 8-151(e) of the Inglewood Municipal Code, an "Employer" "means any Person, including a corporate officer or executive, who directly or indirectly or through any other Person, including through the services of a temporary service, staffing agency, or similar entity, employs or exercises control over the wages, hours or working conditions of any Employee."¹⁴ There is no dispute that Defendant Medical Center and Defendant Abdelnasser are Employers under this definition.
- Pursuant to Section 8-151(f) of the Inglewood Municipal Code, a "Healthcare 18. Worker" "means any Employee who is employed to work at or by a Covered Healthcare Facility to provide patient care, healthcare services, or services supporting the provision of healthcare. 'Healthcare Worker' includes a clinician, professional, non-professional, nurse, certified nursing assistant, aide, technician, maintenance worker, janitorial or housekeeping staffperson, groundskeeper, guard, food service worker, laundry worker, pharmacist, nonmanagerial administrative worker and business office clerical worker, but does not include manager or supervisor. A 'Healthcare Worker' works at a Covered Healthcare Facility only if that individual's primary work assignment is physically located at one or more such facilities." ¹⁵ There is no dispute that members of the SEIU-UHW bargaining unit employed at the Medical Center are and were at all relevant times are healthcare workers under this definition.

¹³ *Id*.

¹⁴ *Id*. ¹⁵ *Id*.

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12 https://content.gcode.us/lib/inglewood_ca/alerts/documents/ordinance_23_10.pdf.

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DEFENDANT'S UNLAWFUL CONDUCT

Defendants initially complied with requirements of Section 8-152(b)(1) of the Inglewood Minimum Wage Ordinance and raised the wage rates of all covered employees working at Centinela Hospital Medical Center whose hourly wage was previously below \$25 per hour to \$25 per hour.

- 20. Notwithstanding the above, the Medical Center and its parent corporation, Prime Healthcare, have been public opponents of Measure HC and similar minimum wage increases in other cities. For example, at a February 21, 2023, meeting of the City Council of Lynwood, California, Fred Ortega, Senior Corporate Director of Government Relations for Prime Healthcare, spoke out against the passage of a healthcare worker minimum wage ordinance in Lynwood. Mr. Ortega directly referenced Inglewood's new minimum wage law, stating that the consequences of the Inglewood Ordinance at Centinela Hospital Medical Center included cuts to OBGYN services and reductions to work hours for employees in the radiology and imaging departments. An audio recording of Mr. Ortega's comments is available at this link: https://portal.laserfiche.com/Portal/Browse.aspx?id=272934&repo=r-a1e5613e.
- 21. Consistent with Mr. Ortega's statement, Defendants have significantly cut the hours of employees in certain departments at Centinela Hospital Medical Center since the \$25 minimum wage law went into effect.
- 22. Affected work groups include significant numbers of SEIU-UHW members in the Radiology Department. Starting in approximately January 2023, the Medical Center instituted a "pre-flexing" policy in this department, wherein employees are told prior to their scheduled shifts that they are not needed for work that day. The introduction of this policy has led to employees in the department working fewer total hours than they did prior to January 2023—right around the time the Ordinance became effective.
- 23. This is the exact same department where Mr. Ortega, acting as a representative of Defendant Medical Center and its parent corporation, claimed in public that there would be cuts to hours due to the passage of Ordinance No. 23-10.
 - 24. Also affected are significant numbers of SEIU-UHW members in the Emergency

Department. Historically, the Medical Center staffed six (6) Emergency Medical Technicians ("EMTs") on each shift. In approximately February 2023, about one month after Ordinance No. 23-10 became effective, the Medical Center changed this practice, and began scheduling only four (4) EMTs per shift. This change has led to employees in the department working fewer total hours than they did prior to February 2023.

- 25. Unit Secretaries in the Emergency Department were impacted as well. Historically, the Medical Center staffed two (2) Unit Secretaries per shift. In January 2023, immediately after Ordinance No. 23-10 went into effect, the Medical Center changed this to only one (1) Unit Secretary per shift. This has led to employees in the department working fewer total hours than they did prior to February 2023.
- 26. Additionally, supervisors in the Emergency Department informed workers that "big changes" were coming in the department because of the Ordinance.
- 27. The Medical Center has also cut the hours of employees in the PBX Department (phone operators). In approximately January 2023, immediately after the effective date of the Ordinance, Defendants eliminated entire shifts previously assigned to PBX workers on certain days of the week. Defendants also shortened the hours of remaining shifts. These changes have led to various employees in the department working fewer total hours than they did prior to January 2023.
- 28. Mr. Ortega's statement regarding "cuts" to OBGYN services at Centinela Hospital Medical Center came just a month after a patient tragically died during childbirth at the Medical Center. As noted above, 73% of California healthcare workers reported that they at least sometimes lack proper time to care for patients due to short staffing.
- 29. Along with cuts to hours, Defendants have laid off groups of employees in a direct effort to offset the costs of compliance with Ordinance No. 23-10.
- 30. Prior to the announcement of these layoffs but after Inglewood voters passed the Ordinance, April Jones, Director of the Medical Center's Admitting Department, told Jorge

¹⁶ https://www.beckershospitalreview.com/patient-experience/prime-healthcare-hospital-under-investigation-after-death-of-postpartum-woman.html.

COMPLAINT

Case No.

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- (3) Reducing Healthcare Workers' hours of work;
- (4) Laying off healthcare workers; or
- (5) Increasing charges to any Healthcare Worker for parking, work-related materials or equipment."
- 38. Pursuant to Inglewood Municipal Code section 8-152(d), "An Employer is in violation of Subsection (c) of this Section if the Minimum Wage requirements of this Article are a motivating factor in the Employer's decision to take any of the actions described in Subsection (c) of this Section, unless the Employer proves that it would have taken the same action at the time that it did irrespective of the operation of this Article."
- 39. Defendants violated Section 8-152(c)(3) of the Inglewood Municipal Code when they reduced the hours of work of covered employees, as described in ¶¶ 21-28 of this Complaint, for purposes of funding and/or offsetting the costs associated with the wage increases enacted by Ordinance No. 23-10.
- 40. Mr. Ortega, speaking as an agent and representative of the Medical Center's parent corporation, announced to the Lynwood City Council that Ordinance No. 23-10 had caused Defendant Centinela Hospital Medical Center to reduce the hours of employees in the radiology and imaging departments. This clearly establishes an improper purpose for these cuts to employee work hours and suggests that any alternative explanations from Defendants are pretextual.
- 41. The clear import of Mr. Ortega's words is that if Lynwood did not enact an increased minimum wage for healthcare workers, there would be no cuts to employee work hours. Thus, it is impossible for Defendants to show that they would have made these cuts if Ordinance No. 23-10 had never passed.
- 42. Supervisors in the Medical Center's Emergency Department told workers that "big changes" were coming because of the Ordinance. Then, mere weeks after the Ordinance went into effect, Defendants instituted changes in the department that resulted in various employees working fewer scheduled hours than they had historically worked.
- 43. Defendants made similar staffing changes in the Radiology and Admitting

 Departments in the weeks immediately following the effective date of the Ordinance. The timing

of these actions clearly establishes improper motivation.

- 44. Defendants violated Section 8-152(c)(4) of the Inglewood Municipal Code when they laid off covered employees, as described in ¶¶ 29-36 of this Complaint, for purposes of funding and/or offsetting the costs associated with the wage increases enacted by Ordinance No. 23-10.
- 45. Holmes' letter to affected employees cited "changes in business conditions," but was not more specific. The most significant change in business conditions for Defendants in the past several months is the increased minimum wage.
- 46. In a letter to Prime Healthcare employees, the Company's CEO cited a "drop in patient volume" as the reason for the layoffs at Centinela Hospital Medical Center. But Defendant's own data belies this assertion. Patient census has remained relatively steady since at the Medical Center since approximately February 2021—and has even increased by a small amount since that time.
- 47. Defendants' explanations are pretextual. The much more logical and likely explanation for the layoffs, as demonstrated in Mr. Ortega's comments, is that Defendants are funding the cost of increased wages for the rest of its workforce by laying off an unlucky group. This is clearly prohibited by the Ordinance.
- 48. Ordinance No. 23-10 provides penalties for conduct of the kind described above. Pursuant to Section 8-155(d) of the Inglewood Municipal Code, Plaintiff is entitled to "all remedies available under the law or in equity, including injunctive or other equitable relief, reinstatement," and "the payment of any wages unlawfully withheld." Those workers affected by Defendants' unlawful reduction of hours should receive back pay, with interest, compensating them for wages they would have otherwise earned if not for the actions of Defendants. Moreover, those workers who have been laid off should have their jobs reinstated with full back pay to compensate for lost wages, plus interest.
- 49. Section 8-155(d) also states that an affected Healthcare Worker or their Representative can recover "payment of penalties in the amount of up to \$120 to each Healthcare Worker for each day that a violation occurred or continued." Plaintiff is owed this penalty for

each day since March 31, when the layoffs went into effect, for each of the 34 affected SEIU UHW members. Moreover, workers affected by Defendants' unlawful reduction of hours, as described in ¶¶ 21-28, are owed this penalty for each day since these reductions went into effect.

50. Additionally, Section 8-155(d) allows for "reasonable attorneys' fees and costs." Plaintiff is owed attorneys' fees because Defendant's blatant disregard for the law has forced them to obtain legal counsel to secure a victory they already achieved at the ballot box in November.

SECOND CAUSE OF ACTION Retaliation

[Inglewood Municipal Code § 8-153]

- 51. Pursuant to Inglewood Municipal Code section 8-152(c), "No Employer shall discharge, terminate a contract with, reduce compensation to, or otherwise discriminate against any Healthcare Worker for opposing any practice proscribed by this Article, for participating in proceedings related to this Article, for seeking to enforce rights under this Article by any lawful means, or for otherwise asserting rights under this Article ... Taking any adverse action against a Healthcare Worker within 90 days of the Healthcare Worker's rights protected under this Article shall raise a rebuttable presumption of having done so in retaliation for the exercise of such rights."
- 52. Defendants violated Section 8-153 of the Inglewood Municipal Code when they laid off SEIU-UHW members in retaliation for these members participating in the public campaign to pass Ordinance No. 23-10.
- 53. Defendants violated Section 8-153 of the Inglewood Municipal Code when they laid off SEIU-UHW members in retaliation for SEIU UHW's sponsorship of the ballot measure that became Ordinance No. 23-10.
- 54. Moreover, the adverse action suffered by these workers occurred within 90 days of when they last exercised their rights under Ordinance No. 23-10 and/or publicly campaigned for the Ordinance, creating a presumption that Defendant's actions were retaliatory.
 - 55. In addition to the damages described above in \P 48-50, Plaintiff and the workers

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WEINBERG, ROGER & ROSENFELD A Professional Corporation Dated: April 11, 2023 Bruce A. Harland By: William T. Hanley Michaela F. Posner Attorneys for Plaintiff SERVICE EMPLOYEES INTERNATIONAL UNION, UNITED HEALTHCARE WORKERS-WEST

WEINBERG, ROGER & ROSENFELD

A Professional Corporation 1375 55th Street Emeryville, California 94608 (510) 337-1001 COMPLAINT Case No. 1\1355595

EXHIBIT A









03/17/2023

Transmitted Via Electronic Mail

Jorge Cabrera Union Representative SEIU jcabrera@seiu-uhw.org

RE: <u>REDUCTION IN FORCE – CENTINELA HOSPITAL MEDICAL CENTER</u>

Dear: Jorge

I write to inform you of the reduction in force (RIF) at the Centinela Hospital Medical Center (CHMC). After a thorough assessment of the needs of our patients and community, it was determined that we are currently overstaffed in certain units. While meeting requirements under the CBA between the parties, CHMC is providing you with this letter to notify you that thirty-four (34) SEIU members will be impacted by this reduction in force.

Impacted staff will be informed and we will work together to attempt to identify open positions for which they qualify elsewhere within the hospital. The planned action, when finalized, will be permanent and all employees (see attachment for names) will be separated from their employment unless the effected employee seek new employment, offered position within the hospital, or offered new employment at another Prime Healthcare hospital. Bumping or displacement rights (if any) will be available to the effected employees as indicated in the CBA between the parties.

The information provided in this notice is based on the best information currently available to us but may change due to subsequent events beyond our control. You will be informed of any significant changes in theses plans as additional information becomes available.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Kerri Holmes
Employee and Labor Relations Manager (CHMC)
310 680-8059
Kholmes3@primehealthcare.com