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and on behalf of all others similarly situated.

**SUPERIOR COURT OF THE STATE OF CALIFORNIA**

**FOR THE COUNTY OF ORANGE**

EVANGELINE URCIA, individually and  
on behalf of all others similarly situated,

Plaintiffs,

v.

CARECHOICES HOSPICE AND  
PALLIATIVE SERVICES, INC.; and  
DOES 1 through 20, inclusive,

Defendants.

Case No. 30-2020-01139782-CU-OE-CXC

**[Amended as a matter of right, pursuant to  
Labor Code section 2699.3(a)(2)(C)]**

**FIRST AMENDED CLASS ACTION  
COMPLAINT FOR:**

1. Failure to Pay Minimum Wages;
2. Failure to Pay Overtime Wages;
3. Failure to Provide Meal Periods;
4. Failure to Permit Rest Breaks;
5. Failure to Reimburse Business Expenses;
6. Failure to Provide Accurate Itemized Wage Statements;
7. Failure to Pay All Wages Due Upon Separation of Employment; and
8. Violation of Business and Professions Code §§ 17200, *et seq.*
9. Enforcement of Labor Code § 2698 *et seq.* ("PAGA")

1 Plaintiff Evangeline Urcia, individually and on behalf of others similarly situated, alleges  
2 as follows:

3 **NATURE OF ACTION AND INTRODUCTORY STATEMENT**

4 1. Plaintiff Evangeline Urcia (“Plaintiff”) brings this putative class and  
5 representative action pursuant to the Private Attorneys General Act of 2004, Cal. Lab. Code. §  
6 2698 *et seq.*, against defendant CareChoices Hospice and Palliative Services, Inc. and DOES 1  
7 through 20, inclusive (collectively, “Defendants”), on Plaintiff’s own behalf and on behalf of  
8 California citizens who are and were employed by Defendants as non-exempt employees  
9 throughout California.

10 2. Defendants provide healthcare services in California.

11 3. Through this action, Plaintiff alleges that Defendants engaged in a systematic  
12 pattern of wage and hour violations under the California Labor Code and Industrial Welfare  
13 Commission (“IWC”) Wage Orders, all of which contribute to Defendants’ deliberate unfair  
14 competition.

15 4. Plaintiff is informed and believe, and thereon alleges, that Defendants have  
16 increased their profits by violating state wage and hour laws by, among other things:

- 17 (a) failing to pay all wages (including minimum wages and overtime wages);
- 18 (b) failing to provide lawful meal periods or compensation in lieu thereof;
- 19 (c) failing to authorize or permit lawful rest breaks or provide compensation  
20 in lieu thereof;
- 21 (d) failing to reimburse necessary business-related costs;
- 22 (e) failing to provide accurate itemized wage statements; and
- 23 (f) failing to pay all wages due during employment and upon separation of  
24 employment.

25 5. Plaintiff seeks monetary relief against Defendants on behalf of herself and all  
26 others similarly situated in California to recover, among other things, unpaid wages, un-  
27 reimbursed business expenses, benefits, interest, attorneys’ fees, costs and expenses, and  
28 penalties pursuant to Labor Code §§ 201-203, 204, 210, 226, 226.3, 226.7, 510, 512, 558, 1174,

1 1174.5, 1182.12, 1194, 1194.2, 1197, 1197.1, 1198, 1454, 2800, 2802, 2698, *et seq.*, and Code of  
2 California Civil Procedure § 1021.5.

### 3 **JURISDICTION AND VENUE**

4 6. This is a class action pursuant to California Code of Civil Procedure § 382. The  
5 monetary damages and restitution sought by Plaintiff exceed the minimal jurisdictional limits of  
6 the Superior Court and will be established according to proof at trial.

7 7. This Court has jurisdiction over this action pursuant to the California  
8 Constitution, Article VI, § 10, which grants the Superior Court original jurisdiction in all causes  
9 except those given by statutes to other courts. The statutes under which this action is brought do  
10 not specify any other basis for jurisdiction.

11 8. This Court has jurisdiction over all Defendants because, upon information and  
12 belief, they are citizens of California, have sufficient minimum contacts in California, or  
13 otherwise intentionally avail themselves of the California market so as to render the exercise of  
14 jurisdiction over them by the California courts consistent with traditional notions of fair play and  
15 substantial justice.

16 9. Venue is proper in this Court because, upon information and belief, Defendants  
17 reside, transact business, or have offices in this county, and the acts and omissions alleged herein  
18 took place in this county.

### 19 **THE PARTIES**

20 10. Plaintiff is a resident of California and worked for Defendants during the relevant  
21 time periods as alleged herein.

22 11. Plaintiff is informed and believes, and thereon alleges that at all times hereinafter  
23 mentioned, Defendants were and are subject to the Labor Code and IWC Wage Orders as  
24 employers, whose employees were and are engaged throughout this county and the State of  
25 California.

26 12. Plaintiff is unaware of the true names or capacities of the defendants sued herein  
27 under the fictitious names DOES 1 through 20, but will seek leave of this Court to amend this  
28

1 Complaint and serve such fictitiously named defendants once their names and capacities become  
2 known.

3 13. Plaintiff is informed and believes, and thereon alleges, that DOES 1 through 20  
4 are or were the partners, agents, owners, shareholders, managers, or employees of Defendants at  
5 all relevant times.

6 14. Plaintiff is informed and believes, and thereon alleges, that each defendant acted  
7 in all respects pertinent to this action as the agent of the other defendant, carried out a joint  
8 scheme, business plan, or policy in all respects pertinent hereto, and the acts of each defendant  
9 are legally attributable to the other defendant. Furthermore, defendants in all respects acted as the  
10 employer and/or joint employer of Plaintiff and the class members.

11 15. Plaintiff is informed and believes, and thereon alleges, that each and all of the acts  
12 and omissions alleged herein were performed by, or are attributable to, Defendants and/or DOES  
13 1 through 20, acting as the agent or alter ego for the other, with legal authority to act on the  
14 other's behalf. The acts of any and all Defendants were in accordance with, and represent, the  
15 official policy of Defendants.

16 16. At all relevant times, Defendants, and each of them, acted within the scope of  
17 such agency or employment, or ratified each and every act or omission complained of herein. At  
18 all relevant times, Defendants, and each of them, aided and abetted the acts and omissions of  
19 each and all the other Defendants in proximately causing the damages herein alleged.

20 17. Plaintiff is informed and believes, and thereon alleges, that each of said  
21 Defendants is in some manner intentionally, negligently, or otherwise responsible for the acts,  
22 omissions, occurrences, and transactions alleged herein.

23 **CLASS ACTION ALLEGATIONS**

24 18. Plaintiff brings this action under Code of Civil Procedure § 382 on Plaintiff's own  
25 behalf and on behalf of all others similarly situated who were affected by Defendants' Labor  
26 Code, Business and Professions Code §§ 17200, and IWC Wage Order violations.

27 19. All claims alleged herein arise under California law for which Plaintiff seeks  
28 relief authorized by California law.

1           20.     Plaintiff's proposed class consists of and is defined as follows:

2                 Class

3                 All California citizens currently or formerly employed by Defendants as non-  
4                 exempt employees in the State of California within four years prior to the filing of  
5                 this action to the date the class is certified ("Class").

6           21.     Plaintiff also seeks to certify the following subclasses of employees:

7                 Waiting Time Subclass

8                 All members of the Class who separated their employment with Defendants at any  
9                 time within three years prior to the filing of this action to the date the classes are  
10                certified ("Waiting Time Subclass").

11          22.     Plaintiff reserves the right to modify or re-define the Class, establish additional  
12          subclasses, or modify or re-define any class or subclass definition as appropriate based on  
13          investigation, discovery, and specific theories of liability.

14          23.     Members of the Class and the Waiting Time Subclass described above will be  
15          collectively referred to as "Class Members."

16          24.     There are common questions of law and fact as to the Class Members that  
17          predominate over any questions affecting only individual members including, but not limited to,  
18          the following:

19               (a)     Whether Defendants failed to pay Plaintiff and Class Members all wages  
20                       (including minimum wages and overtime wages) for all hours worked by  
21                       Plaintiff and Class Members.

22               (b)     Whether Defendants required Plaintiff and Class Members to work over  
23                       eight (8) hours per day, over twelve (12) hours per day, and/or over forty  
24                       (40) hours per week and failed to pay them proper overtime compensation  
25                       for all overtime hours worked.

26               (c)     Whether Defendants deprived Plaintiff and Class Members of timely meal  
27                       periods or required Plaintiff and Class Members to work through meal  
28                       periods without legal compensation.

- 1 (d) Whether Defendants deprived Plaintiff and Class Members of rest breaks  
2 or required Plaintiff and Class Members to work through rest breaks.
- 3 (e) Whether Defendants failed to reimburse Plaintiff and Class Members for  
4 necessary business-related costs expended for the benefit of Defendants.
- 5 (f) Whether Defendants failed to provide Plaintiff and Class Members  
6 accurate itemized wage statements.
- 7 (g) Whether Defendants failed to timely pay the Waiting Time Subclass all  
8 wages due upon termination or within seventy-two (72) hours of  
9 resignation.
- 10 (h) Whether Defendants' conduct was willful or reckless.
- 11 (i) Whether Defendants engaged in unfair business practices in violation of  
12 Business and Professions Code §§ 17200, *et seq.*

13 25. There is a well-defined community of interest in this litigation and the proposed  
14 Class and subclasses are readily ascertainable:

15 (a) Numerosity: The Class Members are so numerous that joinder of all  
16 members is impractical. Although the members of the Class are unknown to Plaintiff at this time,  
17 on information and belief, the Class is estimated to be greater than fifty (50) individuals. The  
18 identities of the Class Members are readily ascertainable by inspection of Defendants'  
19 employment and payroll records.

20 (b) Typicality: Plaintiff's claims (or defenses, if any) are typical of the claims  
21 (or defenses, if any) of the Class Members because Defendants' failure to comply with the  
22 provisions of California's wage and hour laws entitled each Class Member to similar pay,  
23 benefits, and other relief. The injuries sustained by Plaintiff are also typical of the injuries  
24 sustained by the Class Members, because they arise out of and are caused by Defendants'  
25 common course of conduct as alleged herein.

26 (c) Adequacy: Plaintiff will fairly and adequately represent and protect the  
27 interests of all Class Members because it is in Plaintiff's best interest to prosecute the claims  
28 alleged herein to obtain full compensation and penalties due. Plaintiff's attorneys, as proposed

1 class counsel, are competent and experienced in litigating large employment class actions and  
2 versed in the rules governing class action discovery, certification, and settlement. Plaintiff has  
3 incurred and, throughout the duration of this action, will continue to incur attorneys' fees and  
4 costs that have been and will be necessarily expended for the prosecution of this action for the  
5 substantial benefit of the Class Members.

6 (d) Superiority: The nature of this action makes use of class action  
7 adjudication superior to other methods. A class action will achieve economies of time, effort, and  
8 expense as compared with separate lawsuits and will avoid inconsistent outcomes because the  
9 same issues can be adjudicated in the same manner for the entire Class and Waiting Time  
10 Subclass at the same time. If appropriate, this Court can, and is empowered to, fashion methods  
11 to efficiently manage this case as a class action.

12 (e) Public Policy Considerations: Employers in the State of California violate  
13 employment and labor laws every day. Current employees are often afraid to assert their rights  
14 out of fear of direct or indirect retaliation. Former employees are fearful of bringing actions  
15 because they believe their former employers might damage their future endeavors through  
16 negative references and/or other means. Class actions provide class members who are not named  
17 in the complaint with a type of anonymity that allows for the vindication of their rights while  
18 affording them privacy protections.

### 19 **GENERAL ALLEGATIONS**

20 26. At all relevant times mentioned herein, Defendants employed Plaintiff and other  
21 California residents as non-exempt employees or employees throughout California at  
22 Defendants' California business location(s).

23 27. Defendants continue to employ non-exempt employees or employees within  
24 California.

25 28. Plaintiff is informed and believes, and thereon alleges, that at all times herein  
26 mentioned, Defendants were advised by skilled lawyers, employees, and other professionals who  
27 were knowledgeable about California's wage and hour laws, employment and personnel  
28 practices, and the requirements of California law.

1           29.     Plaintiff is informed and believes, and thereon alleges, that Defendants knew or  
2     should have known that Plaintiff and Class Members were entitled to receive wages for all time  
3     worked (including minimum wages and overtime wages) and that they were not receiving all  
4     wages earned for work that was required to be performed. In violation of the Labor Code and  
5     IWC Wage Orders, Plaintiff and Class Members were not paid all wages (including minimum  
6     wages and overtime wages) for all hours worked, including, but not limited to requiring Plaintiff  
7     and Class Members to work off-the-clock and failing to compensate Plaintiff and Class Members  
8     for these hours or paying Plaintiff and Class Members for 80 hours per pay period, regardless of  
9     the actual hours worked. Further Defendants failed to properly calculate the overtime rate owed  
10    to Plaintiff and Class Members.

11           30.     Plaintiff is informed and believes, and thereon alleges, that Defendants knew or  
12    should have known that Plaintiff and Class Members were entitled to receive all required meal  
13    periods or payment of one (1) additional hour of pay at Plaintiff's and Class Members' regular  
14    rate of pay when they did not receive a timely, uninterrupted meal period. In violation of the  
15    Labor Code and IWC Wage Orders, Plaintiff and Class Members did not receive all meal periods  
16    or payment of one (1) additional hour of pay at Plaintiff's and Class Members' regular rate of  
17    pay when they did not receive a timely, uninterrupted meal period.

18           31.     Plaintiff is informed and believes, and thereon alleges, that Defendants knew or  
19    should have known that Plaintiff and Class Members were entitled to receive all rest breaks or  
20    payment of one (1) additional hour of pay at Plaintiff's and Class Members' regular rate of pay  
21    when a rest break was late, missed, or interrupted. In violation of the Labor Code and IWC Wage  
22    Orders, Plaintiff and Class Members did not receive all rest breaks or payment of one (1)  
23    additional hour of pay at Plaintiff's and Class Members' regular rate of pay when a rest break  
24    was missed, late, or interrupted.

25           32.     Plaintiff is informed and believes, and thereon alleges, that Defendants knew or  
26    should have known that Plaintiff and Class Members were entitled to reimbursement and/or  
27    indemnification for all necessary business expenditures or losses as a direct consequence of the  
28    discharge of their duties, or of their obedience to the directions of Defendants. In violation of the

1 Labor Code and IWC Wage Orders, Plaintiff and Class Members incurred necessary business  
2 expenses or losses, but were not reimbursed nor indemnified of such expenses or losses that were  
3 incurred as a direct consequence of the discharge of their duties, or of their obedience to the  
4 directions of Defendants.

5 33. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or  
6 should have known that Plaintiff and Class Members were entitled to receive itemized wage  
7 statements that accurately showed the following information pursuant to the Labor Code: (1)  
8 gross wages earned; (2) total hours worked by the employee; (3) the number of piece-rate units  
9 earned and any applicable piece rate if the employee is paid on a piece-rate basis; (4) all  
10 deductions, provided that all deductions made on written orders of the employee may be  
11 aggregated and shown as one item; (5) net wages earned; (6) the inclusive dates of the period for  
12 which the employee is paid; (7) the name of the employee and only the last four digits of his or  
13 her social security number or an employee identification number other than a social security  
14 number; (8) the name and address of the legal entity that is the employer; and (9) all applicable  
15 hourly rates in effect during the pay period and the corresponding number of hours worked at  
16 each hourly rate by the employee. In violation of the Labor Code, Plaintiff and Class Members  
17 were not provided with accurate itemized wage statements.

18 34. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or  
19 should have known that the Waiting Time Subclass was entitled to timely payment of wages due  
20 upon separation of employment. In violation of the Labor Code, the Waiting Time Subclass did  
21 not receive payment of all wages within the permissible time periods.

22 35. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or  
23 should have known they had a duty to compensate Plaintiff and Class Members, and Defendants  
24 had the financial ability to pay such compensation but willfully, knowingly, and intentionally  
25 failed to do so in order to increase Defendants' profits.

26 36. Therefore, Plaintiff brings this lawsuit seeking monetary and injunctive relief  
27 against Defendants on Plaintiff's own behalf and on behalf of all Class Members to recover,  
28 among other things, unpaid wages (including minimum wages and overtime wages), unpaid meal

1 period premium payments, unpaid rest period premium payments, unreimbursed business  
2 expenditures, interest, attorneys' fees, penalties, costs, and expenses.

3 **FIRST CAUSE OF ACTION**

4 **FAILURE TO PAY MINIMUM WAGES**

5 (Violation of Labor Code §§ 1194, 1194.2, and 1197; Violation of IWC Wage Order §3-4)

6 37. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as  
7 though fully set forth herein.

8 38. Labor Code §§ 1194 and 1197 provide that the minimum wage for employees  
9 fixed by the IWC is the minimum wage to be paid to employees, and the payment of a lesser  
10 wage than the minimum so fixed is unlawful.

11 39. Plaintiff and Class Members were employees entitled to the protections of Labor  
12 Code §§ 1194 and 1197.

13 40. During the relevant time period, Defendants failed to pay Plaintiff and Class  
14 Members all wages owed when Defendants did not pay for all hours worked, including, but not  
15 limited to, hours spent working off-the-clock, among others.

16 41. During the relevant time period, Defendants failed to pay at least minimum wage  
17 to Plaintiff and Class Members for all hours worked pursuant to Labor Code §§ 1194 and 1197.

18 42. Defendants' failure to pay Plaintiff and Class Members the required minimum  
19 wage violates Labor Code §§ 1194 and 1197. Pursuant to these sections, Plaintiff and Class  
20 Members are entitled to recover the unpaid balance of their minimum wage compensation as  
21 well as interest, costs, and attorneys' fees.

22 43. Pursuant to Labor Code § 1194.2, Plaintiff and Class Members are entitled to  
23 recover liquidated damages in an amount equal to the wages unlawfully unpaid and the accrued  
24 interest thereon.

25 **SECOND CAUSE OF ACTION**

26 **FAILURE TO PAY OVERTIME**

27 (Violation of Labor Code §§ 510, 1194, 1198, 1454; Violation of IWC Wage Order § 3)

1           44. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as  
2 though fully set forth herein.

3           45. Labor Code § 1198 and the applicable IWC Wage Order provide that it is  
4 unlawful to employ persons without compensating them at a rate of pay either one and one-half  
5 (1½) or two (2) times the person's regular rate of pay, depending on the number of hours  
6 worked by the person on a daily or weekly basis.

7           46. Specifically, the applicable IWC Wage Orders provide that Defendants are and  
8 were required to pay overtime compensation to Plaintiff and Class Members at the rate of one  
9 and one-half times (1½) their regular rate of pay when working and for all hours worked in  
10 excess of eight (8) hours in a day or more than forty (40) hours in a workweek and for the first  
11 eight (8) hours of work on the seventh day of work in a workweek.

12           47. The applicable IWC Wage Orders further provide that Defendants are and were  
13 required to pay overtime compensation to Plaintiff and Class Members at a rate of two times  
14 their regular rate of pay when working and for all hours worked in excess of twelve (12) hours in  
15 a day or in excess of eight (8) hours on the seventh day of work in a workweek.

16           48. California Labor Code § 510 codifies the right to overtime compensation at one  
17 and one-half (1½) times the regular hourly rate for hours worked in excess of eight (8) hours in a  
18 day or forty (40) hours in a week and for the first eight (8) hours worked on the seventh  
19 consecutive day of work, and overtime compensation at twice the regular hourly rate for hours  
20 worked in excess of twelve (12) hours in a day or in excess of eight (8) hours in a day on the  
21 seventh day of work in a workweek.

22           49. Labor Code § 510 and the applicable IWC Wage Orders provide that employment  
23 of more than six days in a workweek is only permissible if the employer pays proper overtime  
24 compensation as set forth herein.

25           50. Plaintiff and Class Members were employees entitled to the protections of  
26 California Labor Code §§ 510 and 1194.

27           51. During the relevant time period, Defendants required Plaintiff and Class Members  
28 to work in excess of eight (8) hours in a day, forty (40) hours in a week, and/or on a seventh

1 consecutive day of work, entitling them to overtime wages.

2 52. During the relevant time period, Defendants failed to pay Plaintiff and Class  
3 Members overtime wages for all overtime hours worked when Defendants failed to pay for time  
4 spent working off-the-clock, among other reasons. To the extent these hours qualify for the  
5 payment of overtime wages, Plaintiff and Class Members were not paid proper overtime wages.  
6 Further, when Defendants paid overtime wages, they were sometimes miscalculated because,  
7 among other reasons, Defendants did not include all non-discretionary pay in the calculation.

8 53. In violation of California law, Defendants knowingly and willfully refused to  
9 perform their obligations and compensate Plaintiff and Class Members for all wages earned and  
10 all hours worked.

11 54. Defendants' failure to pay Plaintiff and Class Members the unpaid balance of  
12 overtime compensation, as required by California law, violates the provisions of Labor Code §§  
13 510 and 1198, and is therefore unlawful.

14 55. Pursuant to Labor Code § 1194, Plaintiff and Class Members are entitled to  
15 recover their unpaid overtime and double time compensation as well as interest, costs, and  
16 attorneys' fees.

### 17 **THIRD CAUSE OF ACTION**

#### 18 **FAILURE TO PROVIDE MEAL PERIODS**

19 (Violation of Labor Code §§ 226.7 and 512; Violation of IWC Wage Order § 11)

20 56. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as  
21 though fully set forth herein.

22 57. Labor Code § 226.7 provides that no employer shall require an employee to work  
23 during any meal period mandated by the IWC Wage Orders.

24 58. Section 11 of the applicable IWC Wage Order states, "[n]o employer shall  
25 employ any person for a work period of more than five (5) hours without a meal period of not  
26 less than 30 minutes, except that when a work period of not more than six (6) hours will  
27 complete the day's work the meal period may be waived by mutual consent of the employer and  
28 the employee."

1           59. Labor Code § 512(a) provides that an employer may not require, cause, or permit  
2 an employee to work for a period of more than five (5) hours per day without providing the  
3 employee with an uninterrupted meal period of not less than thirty (30) minutes, except that if  
4 the total work period per day of the employee is not more than six (6) hours, the meal period may  
5 be waived by mutual consent of both the employer and the employee.

6           60. Labor Code § 512(a) also provides that an employer may not employ an employee  
7 for a work period of more than ten (10) hours per day without providing the employee with a  
8 second meal period of not less than thirty (30) minutes, except that if the total hours worked is no  
9 more than twelve (12) hours, the second meal period may be waived by mutual consent of the  
10 employer and the employee only if the first meal period was not waived.

11           61. During the relevant time period, Plaintiff and Class Members did not receive  
12 compliant meal periods for working more than five (5) and ten (10) hours per day because their  
13 meal periods were missed, late, short, interrupted, and/or they were not permitted to take a  
14 second meal period.

15           62. Labor Code § 226.7(b) and section 11 of the applicable IWC Wage Order require  
16 an employer to pay an employee one (1) additional hour of pay at the employee's regular rate of  
17 compensation for each work day that a compliant meal period is not provided.

18           63. At all relevant times, Defendants failed to pay Plaintiff and Class Members meal  
19 period premiums for missed, late, and/or short meal periods pursuant to Labor Code § 226.7(b)  
20 and section 11 of the applicable IWC Wage Order.

21           64. As a result of Defendants' failure to pay Plaintiff and Class Members an  
22 additional hour of pay for each day a compliant meal period was not provided, Plaintiff and  
23 Class Members suffered and continue to suffer a loss of wages and compensation.

24                           **FOURTH CAUSE OF ACTION**

25                           **FAILURE TO PERMIT REST BREAKS**

26                           (Violation of Labor Code §§ 226.7; Violation of IWC Wage Order § 12)

27           65. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as  
28 though fully set forth herein.

66. Labor Code § 226.7(a) provides that no employer shall require an employee to work during any rest period mandated by the IWC Wage Orders.

67. Section 12 of the applicable IWC Wage Order states “[e]very employer shall authorize and permit all employees to take rest periods, which insofar as practicable shall be in the middle of each work period[,]” and the “[a]uthorized rest period time shall be based on the total hours worked daily at the rate of ten (10) minutes net rest time per four (4) hours or major fraction thereof[,]” unless the total daily work time is less than three and one-half (3½) hours.

68. During the relevant time period, Plaintiff and Class Members did not receive a ten (10) minute rest period for every four (4) hours or major fraction thereof worked, including working in excess of ten (10) hours in a day, because they were required to work through their rest periods and/or were not authorized to take their rest periods.

69. Labor Code § 226.7(b) and section 12 of the applicable IWC Wage Order requires an employer to pay an employee one (1) additional hour of pay at the employee's regular rate of compensation for each work day that a compliant rest period is not provided.

70. At all relevant times, Defendants failed to pay Plaintiff and Class Members rest period premiums for missed, late, and/or interrupted rest periods pursuant to Labor Code § 226.7(b) and section 12 of the applicable IWC Wage Order.

71. As a result of Defendants' failure to pay Plaintiff and Class Members an additional hour of pay for each day a compliant rest period was not provided, Plaintiff and Class Members suffered and continue to suffer a loss of wages and compensation.

## FIFTH CAUSE OF ACTION

## **FAILURE TO REIMBURSE BUSINESS EXPENSES**

(Violation of Labor Code §§ 2800, 2802)

72. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as though fully set forth herein.

73. Labor Code § 2800 states that “[a]n employer shall in all cases indemnify his employee for losses caused by the employer’s want of ordinary care.”

74. Labor Code § 2802(a) states that “[a]n employer shall indemnify his or her employee for all necessary expenditures or losses incurred by the employee in direct consequence of the discharge of his or her duties, or of his or her obedience to the directions of the employer . . . .”

75. Labor Code § 2802(b) states that “[a]ll awards made by a court . . . for reimbursement of necessary expenditures under this section shall carry interest at the same rate as judgments in civil actions. Interest shall accrue from the date on which the employee incurred the necessary expenditure or loss.”

76. Labor Code § 2802(c) states that “[f]or purposes of this section, the term “necessary expenditures or losses” shall include all reasonable costs, including, but not limited to, attorney’s fees incurred by the employee enforcing the rights granted by this section.”

77. During the relevant time period, Plaintiff and Class Members incurred necessary business-related costs that were not fully reimbursed by Defendants, including, but not limited to, personal vehicle use required for work.

78. In violation of Labor Code §§ 2800 and 2802, Defendants failed to reimburse or indemnify Plaintiff and Class Members for their expenses due to Defendants' knowing and intentional failure to reimburse necessary business expenditures in connection with Plaintiff's and Class Members' work and job duties.

79. As a direct result, Plaintiff and Class Members have suffered and continue to suffer losses, and therefore seek complete reimbursement and indemnification of necessary business expenditures or losses, interest thereon at the required rate, and all reasonable costs in enforcing the rights under Labor Code § 2802, including, but not limited to attorneys' fees.

## SIXTH CAUSE OF ACTION

## FAILURE TO PROVIDE ACCURATE ITEMIZED WAGE STATEMENTS

(Violation of Labor Code § 226; Violation of IWC Wage Order)

80. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as though fully set forth herein.

1           81. Labor Code § 226(a) requires Defendants to provide each employee with an  
2 accurate wage statement in writing showing nine pieces of information, including, the following:  
3 (1) gross wages earned, (2) total hours worked by the employee, (3) the number of piece-rate  
4 units earned and any applicable piece rate if the employee is paid on a piece-rate basis, (4) all  
5 deductions, provided that all deductions made on written orders of the employee may be  
6 aggregated and shown as one item, (5) net wages earned, (6) the inclusive dates of the period for  
7 which the employee is paid, (7) the name of the employee and the last four digits of his or her  
8 social security number or an employee identification number other than a social security number,  
9 (8) the name and address of the legal entity that is the employer, and (9) all applicable hourly  
10 rates in effect during the pay period and the corresponding number of hours worked at each  
11 hourly rate by the employee.

12           82. During the relevant time period, Defendants have knowingly and intentionally  
13 failed to comply with Labor Code § 226(a) on wage statements that were provided to Plaintiff  
14 and Class Members. The deficiencies include, among other things, the failure to correctly state  
15 the gross and net wages earned, total hours worked, all applicable hourly rates in effect, and the  
16 number of hours worked at each hourly rate by Plaintiff and Class Members.

17           83. As a result of Defendants' knowing and intentional failure to comply with Labor  
18 Code § 226(a), Plaintiff and Class Members have suffered injury and damage to their statutorily-  
19 protected rights. Specifically, Plaintiff and Class Members are deemed to suffer an injury  
20 pursuant to Labor Code § 226(e) where, as here, Defendants intentionally violated Labor Code §  
21 226(a). Plaintiff and Class Members were denied both their legal right to receive, and their  
22 protected interest in receiving, accurate itemized wage statements under Labor Code § 226(a). In  
23 addition, because Defendants failed to provide the accurate rates of pay on wage statements,  
24 Defendants prevented Plaintiff and Class Members from determining if all hours worked were  
25 paid at the appropriate rate and the extent of the underpayment. Plaintiff had to file this lawsuit  
26 in order to analyze the extent of the underpayment, thereby causing Plaintiff to incur expenses  
27 and lost time. Plaintiff would not have had to engage in these efforts and incur these costs had  
28

1 Defendants provided the accurate hours worked, wages earned, and rates of pay. This has also  
2 delayed Plaintiff's ability to demand and recover the underpayment of wages from Defendants.

3 84. Plaintiff and Class Members are entitled to recover from Defendants the greater of  
4 all actual damages caused by Defendants' failure to comply with Labor Code § 226(a) or fifty  
5 dollars (\$50.00) for the initial pay period in which a violation occurred and one hundred dollars  
6 (\$100.00) per employee for each violation in subsequent pay periods in an amount not exceeding  
7 four thousand dollars (\$4,000.00) per employee, plus attorneys' fees and costs.

8 85. Defendants' violations of California Labor Code § 226(a) prevented Plaintiff and  
9 Class Members from knowing, understanding, and disputing the wages paid to them and resulted  
10 in an unjustified economic enrichment to Defendants. As a result of Defendants' knowing and  
11 intentional failure to comply with California Labor Code § 226(a), Plaintiff and Class Members  
12 have suffered an injury, in the exact amount of damages and/or penalties to be shown according  
13 to proof at trial.

#### 14 **SEVENTH CAUSE OF ACTION**

##### 15 **FAILURE TO PAY ALL WAGES DUE UPON SEPARATION OF EMPLOYMENT**

16 (Violation of Labor Code §§ 201, 202, and 203)

17 86. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as  
18 though fully set forth herein.

19 87. Labor Code §§ 201 and 202 provide that if an employer discharges an employee,  
20 the wages earned and unpaid at the time of discharge are due and payable immediately, and that  
21 if an employee voluntarily leaves his or her employment, his or her wages shall become due and  
22 payable not later than seventy-two (72) hours thereafter, unless the employee has given seventy-  
23 two (72) hours previous notice of an intention to quit, in which case the employee is entitled to  
24 his or her wages at the time of quitting.

25 88. During the relevant time period, Defendants willfully failed to pay the Waiting  
26 Time Subclass all their earned wages upon termination, including, but not limited to, proper  
27 minimum wage and overtime compensation, meal period premiums, and rest period premiums  
28

1 either at the time of discharge or within seventy-two (72) hours of their leaving Defendants'  
2 employ.

3 89. Defendants' failure to pay the Waiting Time Subclass all their earned wages at the  
4 time of discharge or within seventy-two (72) hours of their leaving Defendants' employ is in  
5 violation of Labor Code §§ 201 and 202.

6 90. Labor Code § 203 provides that if an employer willfully fails to pay wages owed  
7 immediately upon discharge or resignation in accordance with Labor Code §§ 201 and 202, then  
8 the wages of the employee shall continue as a penalty from the due date at the same rate until  
9 paid or until an action is commenced; but the wages shall not continue for more than thirty (30)  
10 days.

11 91. Pursuant to Labor Code § 203, the Waiting Time Subclass is entitled to recover  
12 from Defendants the statutory penalty, which is defined as the Waiting Time Subclass members'  
13 regular daily wages at their regular hourly rate of pay for each day they were not paid, up to a  
14 maximum of thirty (30) days.

#### 15 EIGHTH CAUSE OF ACTION

##### 16 **VIOLATION OF BUSINESS AND PROFESSIONS CODE §§ 17200, *ET SEQ.***

17 (Violation of Business and Professions Code §§ 17200, *et seq.*)

18 92. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as  
19 though fully set forth herein.

20 93. California Business and Professions Code §§ 17200, *et seq.*, prohibits acts of  
21 unfair competition, which includes any "unlawful, unfair or fraudulent business act or practice . .  
22 . ."

23 94. A violation of California Business and Professions Code §§ 17200, *et seq.*, may  
24 be predicated on a violation of any state or federal law. In the instant case, Defendants' policies  
25 and practices violated state law, causing Plaintiff and Class Members to suffer and continue to  
26 suffer injuries-in-fact.

27 95. Defendants' policies and practices violated state law in at least the following  
28 respects:

- 1 (a) Failing to pay all wages earned (including minimum wage and overtime  
2 wages) to Plaintiff and Class Members at the proper rate in violation of  
3 Labor Code §§ 510, 1194, 1194.2, 1197, 1198, 1454.
- 4 (b) Failing to provide compliant meal periods without paying Plaintiff and  
5 Class Members premium wages for every day said meal periods were not  
6 provided in violation of Labor Code §§ 226.7 and 512.
- 7 (c) Failing to authorize or permit compliant rest breaks without paying  
8 Plaintiff and Class Members premium wages for every day said rest  
9 breaks were not authorized or permitted in violation of Labor Code §  
10 226.7.
- 11 (d) Failing to reimburse Plaintiff and Class Members for necessary business-  
12 related expenses in violation of Labor Code §§ 2800 and 2802.
- 13 (e) Failing to provide Plaintiff and Class Members with accurate itemized  
14 wage statements in violation of Labor Code § 226.
- 15 (f) Failing to timely pay all earned wages to the members of the Waiting  
16 Time Subclass upon separation of employment in violation of Labor Code  
17 §§ 201, 202, and 203.

18 96. As alleged herein, Defendants systematically engaged in unlawful conduct in  
19 violation of the California Labor Code and IWC Wage Orders, such as failing to pay all wages  
20 (minimum and overtime wages), failing to provide meal periods and rest breaks or  
21 compensation in lieu thereof, failing to reimburse necessary business-related costs and  
22 expenses, failing to furnish accurate wage statements, and failing to pay all wages due and  
23 owing upon separation of employment in a timely manner to the Waiting Time Subclass, all in  
24 order to decrease their costs of doing business and increase their profits.

25 97. At all relevant times herein, Defendants held themselves out to Plaintiff and Class  
26 Members as being knowledgeable concerning the labor and employment laws of California.

27 98. At all times relevant herein, Defendants intentionally avoided paying Plaintiff and  
28 Class Members wages and monies, thereby creating for Defendants an artificially lower cost of

1 doing business in order to undercut their competitors and establish and/or gain a greater  
2 foothold in the marketplace.

3 99. By violating the foregoing statutes and regulations as herein alleged, Defendants'  
4 acts constitute unfair and unlawful business practices under California Business and Professions  
5 Code §§ 17200, *et seq.*

6 100. As a result of the unfair and unlawful business practices of Defendants as alleged  
7 herein, Plaintiff and Class Members are entitled to injunctive relief, disgorgement, and  
8 restitution in an amount to be shown according to proof at trial.

9 101. Plaintiff seeks to enforce important rights affecting the public interest within the  
10 meaning of California Code of Civil Procedure § 1021.5. Defendants' conduct, as alleged  
11 herein, has been and continues to be unfair, unlawful, and harmful to Plaintiff, Class Members,  
12 and the general public. Based on Defendants' conduct as alleged herein, Plaintiff and Class  
13 Members are entitled to an award of attorneys' fees pursuant to California Code of Civil  
14 Procedure § 1021.5.

15 **NINTH CAUSE OF ACTION**

16 **ENFORCEMENT OF LABOR CODE §§ 2698 ET SEQ. ("PAGA")**

17 102. Plaintiff hereby re-alleges and incorporate by reference the previous paragraphs  
18 as though fully set forth herein.

19 103. Pursuant to Labor Code § 2699(a), any provision of the Labor Code that provides  
20 for a civil penalty to be assessed and collected by the Labor and Workforce Development  
21 Agency ("LWDA") or any of its departments, divisions, commissions, boards, agencies, or  
22 employees for violation of the Labor Code may, as an alternative, be recovered through a civil  
23 action brought by an aggrieved employee on behalf of himself or herself and other current or  
24 former employees pursuant to the procedures specified in Labor Code § 2699.3.

25 104. For all provisions of the Labor Code except those for which a civil penalty is  
26 specifically provided, Labor Code § 2699(f) imposes upon Defendants a penalty of one hundred  
27 dollars (\$100.00) for each aggrieved employee per pay period for the initial violation and two  
28

1 hundred dollars (\$200.00) for each aggrieved employee per pay period for each subsequent pay  
2 period in which Defendants violated these provisions of the Labor Code.

3 105. Defendants' conduct violates numerous Wage Order and Labor Code sections,  
4 including, but not limited to, the following:

- 5 a. violation of Labor Code §§ 201-203, 204, 210, 510, 558, 1182.12, 1194,  
6 1197, 1198, and 1454 for failure to timely pay all earned wages  
7 (including minimum wage and overtime wages) owed to Plaintiff and  
8 other aggrieved employees during employment and upon separation of  
9 employment as herein alleged;
- 10 b. violation of Labor Code §§ 226.7 and 512 for failure to provide meal  
11 periods to Plaintiff and other aggrieved employees and failure to pay  
12 premium wages for missed meal periods as herein alleged;
- 13 c. violation of Labor Code § 226.7 for failure to permit rest breaks to  
14 Plaintiff and other aggrieved employees and failure to pay premium  
15 wages for missed rest periods as herein alleged;
- 16 d. violation of Labor Code §§ 2800 and 2802 for failure to reimburse  
17 Plaintiff and other aggrieved employees for necessary business expenses;
- 18 e. violation of Labor Code § 226 for failure to provide accurate itemized  
19 wage statements to Plaintiff and other aggrieved employees as herein  
20 alleged; and
- 21 f. violation of Labor Code §§ 1174 and 1174.5 for failure to maintain  
22 accurate and complete records showing, among other things, the hours  
23 worked daily by and the wages paid to aggrieved employees.

24 106. Plaintiff is an "aggrieved employee" because she was employed by the alleged  
25 violator and had one or more of the violations committed against her, and therefore is properly  
26 suited to represent the interests of all other aggrieved employees.

107. Plaintiff has exhausted the procedural requirements under Labor Code § 2699.3 as to Defendants and is therefore able to pursue a claim for penalties on behalf of herself and all other aggrieved employees under PAGA.

108. Pursuant to Labor Code §§ 2699(a), 2699.3 and 2699.5, Plaintiff is entitled to recover civil penalties, in addition to other remedies, for violations of the Labor Code sections cited above.

109. For bringing this action, Plaintiff is entitled to attorney's fees and costs incurred herein.

### **PRAYER FOR RELIEF**

On Plaintiff's own behalf and on behalf of all others similarly situated, Plaintiff prays for relief and judgment against Defendants, jointly and severally, as follows:

1. For certification under California Code of Civil Procedure § 382 of the proposed Class and any other appropriate subclass;
2. For appointment of Evangeline Urcia as class representative;
3. For appointment of Aegis Law Firm, PC, as class counsel for all purposes;
4. For compensatory damages in an amount according to proof at trial;
5. For an award of damages in the amount of unpaid compensation including, but not limited to, unpaid wages, unreimbursed expenses, benefits, and penalties;
6. For economic and/or special damages in an amount according to proof at trial;
7. For liquidated damages pursuant to Labor Code § 1194.2;
8. For statutory penalties to the extent permitted by law, including those pursuant to the Labor Code and IWC Wage Orders;
9. For injunctive relief as provided by the California Labor Code and California Business and Professions Code §§ 17200, *et seq.*;
10. For restitution as provided by Business and Professions Code §§ 17200, *et seq.*;
11. For an order requiring Defendants to restore and disgorge all funds to each employee acquired by means of any act or practice declared by this Court to be unlawful, unfair,

1 or fraudulent and, therefore, constituting unfair competition under Business and Professions  
2 Code §§ 17200, *et seq.*;

3 12. For pre-judgment interest;

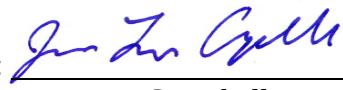
4 13. For civil penalties;

5 14. For reasonable attorneys' fees, costs of suit, and interest to the extent permitted  
6 by law, including, but not limited to, Code of Civil Procedure § 1021.5, Labor Code §§ 226(e),  
7 1194, and 2698 *et seq.*; and

8 15. For such other relief as the Court deems just and proper.

9  
10 Dated: July 8, 2020

**AEGIS LAW FIRM, PC**

11  
12 By:   
13 Jessica L. Campbell  
14 Attorneys for Plaintiff Evangeline Urcia  
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1 **CERTIFICATE OF SERVICE**

2 I, the undersigned, am employed in the County of Orange, State of California. I am over  
3 the age of 18 and not a party to the within action; am employed with Aegis Law Firm PC and  
4 my business address is 9811 Irvine Center Drive, Suite 100, Irvine, California 92618.

5 On July 8, 2020, I served the foregoing document entitled:

- 6 • **[Amended as a matter of right, pursuant to Labor Code section 2699.3(a)(2)(C)]**  
7 **FIRST AMENDED CLASS ACTION COMPLAINT**

8 on all the appearing and/or interested parties in this action by delivering ☐ the original ☒ a true  
9 copy thereof on the party(ies) addressed below as follows:

10 Sean Cowdrey  
11 Beach, Cowdrey, Jenkins, LLP  
12 500 E. Esplanade Drive, Suite 1400  
13 Oxnard, CA 93036  
14 Telephone : (805) 388-3100  
15 Facsimile : (805) 388-3414  
16 [sean@beachcowdrey.com](mailto:sean@beachcowdrey.com)

17 *Attorneys for Defendant*

18 CARECHOICES HOSPICE AND PALLIATIVE SERVICES, INC.

19 ☐ **(BY MAIL)** I am readily familiar with the firm's practice of collection and processing  
20 correspondence for mailing. Under that practice it would be deposited with the U.S.  
21 Postal Service on that same day with postage thereon fully prepaid at Irvine, California  
22 in the ordinary course of business. I am aware that on motion of the party served, service  
23 is presumed invalid if postage cancellation date or postage meter date is more than one  
24 day after date of deposit for mailing this affidavit. (*Cal Code Civ. Proc.* § 1013(a); *Fed.*  
25 *R. Civ. Proc.* 5(a); *Fed. R. Civ. Proc.* 5(c).)

26 ☐ **(BY OVERNIGHT MAIL)** I am personally and readily familiar with the business  
27 practice of Aegis Law Firm PC for collection and processing correspondence for  
28 overnight delivery, and I caused such document(s) described herein to be deposited for  
delivery to a facility regularly maintained Federal Express for overnight delivery. (*Cal*  
*Code Civ. Proc.* § 1013(c); *Fed. R. Civ. Proc.* 5(c).)

☒ **(BY ELECTRONIC TRANSMISSION)** I caused said document(s) to be served via  
electronic transmission via the above listed email addresses on the date below. (*Cal.*  
*Code Civ. Proc.* § 1010.6(6); *Fed. R. Civ. Proc.* 5(b)(2)(E); *Fed. R. Civ. Proc.* 5(b)(3).)

☐ **(BY PERSONAL SERVICE)** I delivered the foregoing document by hand delivery to  
the addressed named above. (*Cal Code Civ. Proc.* § 1011; *Fed. R. Civ. Proc.*  
5(b)(2)(A).)

I declare under penalty of perjury under the laws of the State of California that the  
foregoing is true and correct.

Executed on July 8, 2020, at Irvine, California.

  
Andrea Drocco