



NOTICE OF LABOR CODE VIOLATIONS - PAGA

(Labor Code § 2699.3)

DATE February 13, 2026

DELIVERY Online Filing and Certified U.S. Mail

RECIPIENTS California Labor and Workforce Development Agency
PAGAFilings@dir.ca.gov

SUBJECT: MIGUEL E. CISNEROS PACHECO v. CITY OF HOPE NATIONAL MEDICAL CENTER; CITY OF HOPE; ICONMA, LLC; ICONMA WORKFORCE SOLUTIONS, L.L.C. — NOTICE OF LABOR CODE VIOLATIONS UNDER CAL. LABOR CODE §2699.3

To LWDA and to Employer:

This office represents Miguel E. Cisneros Pacheco (“Mr. Cisneros” or Complainant) with respect to his claims against CITY OF HOPE NATIONAL MEDICAL CENTER (“CITY OF HOPE NATIONAL MEDICAL CENTER”), CITY OF HOPE (“CITY OF HOPE”), ICONMA, LLC (“ICONMA, LLC”), and ICONMA WORKFORCE SOLUTIONS, L.L.C. (“ICONMA WORKFORCE SOLUTIONS”) (collectively referred to as “Employers”) for violations of the California Labor Code and IWC Wage Orders. This letter is being sent simultaneously to Employers by certified mail. Employers individually or jointly exercised control over the wages, hours, or working conditions, either directly or indirectly, of Complainant and Aggrieved Employees, and are thus, “employers” or joint employers under California law, and are jointly and severally liable for the violations set forth herein.

CITY OF HOPE NATIONAL MEDICAL CENTER and CITY OF HOPE are California corporations doing business in the State of California. ICONMA, LLC and ICONMA WORKFORCE SOLUTIONS, L.L.C. are Michigan limited liability companies doing business in the State of California. Employers employed Mr. Cisneros from approximately October 2024 to about July 10, 2025. During his employment with Employers, Mr. Cisneros was employed as “Administrative Support” at their office located at 4920 Rivergrade Rd. Irwindale, CA 91706.

Mr. Cisneros intends to seek penalties for violations of the California Labor Code which are recoverable under California Labor Code section 2698, et seq., the Private Attorneys General Act of 2004 (“PAGA”). Mr. Cisneros is seeking penalties on behalf of himself and in a representative

Office: (310) 248-2944
E-Mail: info@caworklawyer.com
22939 Hawthorne Boulevard, Suite 300
Torrance, California 90505

capacity on behalf of the State of California and all current and former non-exempt hourly employees of any of the Employers working within California holding various positions who experienced at least one or more of the same violations as Complainant as set forth in this notice. (“Aggrieved Employees”). This letter is being sent in compliance with California Labor Code section 2699.3.

As detailed below, Employers violated several of California’s wage and hour laws during Complainant’s employment, including but not limited to violations of California Labor Code sections 201, 202, 203, 204, 226(a), 226.7, 227.3, 510, 512(a), 1174(d), 1194, 1197, 1197.1, 1198, 2800, 2802, California Code of Regulations, Title 8, section 3395, the applicable Industrial Welfare Commission Wage Orders (“IWC Wage Order”) and 13(b) of the applicable Industrial Welfare Commission Wage Order. The claims made on behalf of Complainant and Aggrieved Employees are based upon the following facts and theories:

1. FAILURE TO PAY FOR ALL TIME WORKED AT CORRECT RATES OF PAY, INCLUDING MINIMUM WAGES, STRAIGHT TIME WAGES, AND OVERTIME COMPENSATION

Employers have engaged in numerous unlawful practices which resulted in the failure to pay Complainant and Aggrieved Employees for all time worked at the correct rates of pay, including minimum wages, straight time wages, and overtime compensation.

First, Employers regularly require Complainant and Aggrieved Employees to work off-the-clock in order to complete their duties and responsibilities. This off-the-clock work included, amongst other things, requiring Complainant and Aggrieved Employees to: (1) respond to Employers and work-related requests and perform work while clocked out for purported meal breaks; (2) perform work before clocking in for the start of their shift; and (3) perform work after clocking out for the end of their shift. Complainant and Aggrieved Employees were not compensated for this off-the-clock work, resulting in a failure to pay minimum wages and straight time wages. Specifically, Complainant would often have to attend to phone calls that would come in prior to him clocking in and after clocking out. Complainant and Aggrieved Employees were not paid for this off-the-clock work.

Employers also failed to accurately record the actual time worked by Complainant and Aggrieved Employees. Complainant is informed and believes that Employers unlawfully adjusted Complainant and Aggrieved Employees’ time records such that the time records do not accurately reflect the start and end times of their shifts. Finally, and as a matter of policy and/or practice, Employers failed to pay overtime to Complainant and Aggrieved Employees for all overtime hours worked based on regular rates of pay correctly calculated to include all applicable remuneration and all compensable work time. In particular, Complainant is informed and believes that Employers underpaid overtime by failing to pay 1.5 times the regular rate of pay.

As a result of the foregoing practices, Employers have failed to pay Complainant and Aggrieved Employees all owed wages for all wages earned at the correct rates of pay, including minimum wages, straight time wages, and overtime compensation. Accordingly, Employers violated the applicable IWC Wage Order and California Labor Code sections 204, 510, 1194, 1197, 1197.1 and 1198.

Complainant and Aggrieved Employees will therefore seek PAGA default penalties; penalties pursuant to paragraph (20)(A) of the applicable IWC Wage Order; penalties pursuant to California Labor Code sections 558, 1197.1, and 1199; and attorneys' fees and costs.

2. FAILURE TO PROVIDE MEAL PERIODS AND PAY MEAL PERIOD PREMIUMS

Employers required Complainant and Aggrieved Employees to work more than five (5) hours per day but were not provided with uninterrupted 30-minute meal periods. Further, Complainant and Aggrieved Employees were not provided with a second uninterrupted 30-minute meal period when they worked over ten (10) hours per day. Employers regularly required Complainant and Aggrieved Employees to work through their first and second meal periods, to take their first meal period after their fifth (5th) hour of work, and/or to take their second meal period after their tenth (10th) hour of work. On the occasions that Complainant and Aggrieved Employees did take a meal period, their meal periods were frequently interrupted or cut short.

Employers' policies, practices, and procedures were responsible for the violations alleged above and prevented Complainant and Aggrieved Employees from taking timely, complete and duty-free meal periods because, amongst other reasons: (1) Employers did not have legally-compliant policies regarding the provision and timing of meal periods or systematically disregarded its own purported meal period policies; (2) Employers' management at various levels, affecting all non-exempt employees, failed and refused to implement and enforce legally compliant meal period policies and practices; (3) Employers failed to adequately inform and train Complainant and other Aggrieved Employees regarding their right to take timely, uninterrupted, and duty-free meal periods; (4) Employers failed to adequately inform and train Complainant and other Aggrieved Employees about their right to premium wages for non-compliant meal periods; (5) Employers failed to ensure that there was adequate staffing to allow Complainant and other Aggrieved Employees to take timely, uninterrupted, and duty-free meal periods; and (6) Employers' policy and culture prevented Complainant and other Aggrieved Employees from taking timely, uninterrupted, and duty-free meal periods because of the priority placed on completing job requirements over employees' right to receive timely, uninterrupted, and duty-free meal periods.

Accordingly, Employers violated the applicable IWC Wage Order and California Labor Code sections 226.7(a), 512(a) and 1198.

Complainant and Aggrieved Employees will therefore seek PAGA default penalties pursuant to Labor Code section 2699; penalties of the applicable IWC Wage Order; penalties pursuant to California Labor Code California Labor Code sections 558 and 1199; and attorneys' fees and costs.

3. FAILURE TO AUTHORIZE AND PERMIT REST PERIODS AND PAY REST PERIOD PREMIUMS

Employers failed to authorize and permit Complainant and Aggrieved Employees to take legally compliant 10-minute periods. Employers required Complainant and Aggrieved Employees to work through rest periods. Complainant and Aggrieved Employees were not provided with uninterrupted, duty-free rest periods when they worked more than four (4) hours or a major fraction thereof. Further, Complainant and Aggrieved Employees were not provided with a second uninterrupted, duty-free rest period when they worked more than six (6) hours in a day, or a third uninterrupted, duty-free rest

period after working more than ten (10) hours in day. In the rare event that a rest period was taken, it was frequently interrupted or cut short. Specifically, Employer's failed to schedule enough employees to permit Complainant and Aggrieved Employees to take their uninterrupted, duty-free rest periods before their fifth (5th) hour of work. Moreover, Complainant and Aggrieved Employees were never completely relieved of duty as required by *Augustus v. ABM Security Services, Inc.*, 2 Cal.5th 257 (2016).

Employers' policies, practices, and procedures were responsible for the violations alleged above and prevented Complainant and other Aggrieved Employees from taking timely and complete rest periods because, amongst other reasons: (1) Employers did not have legally-compliant policies regarding the provision and timing of rest periods or systematically disregarded its own purported rest period policies; (2) Employers' management at various levels, affecting all hourly-non-exempt employees, failed and refused to implement and enforce legally compliant rest period policies and practices; (3) Employers failed to adequately inform and train Complainant and other Aggrieved Employees regarding their right to take timely, uninterrupted, and duty-free rest periods; (4) Employers failed to adequately inform and train Complainant and other Aggrieved Employees about their right to premium wages for non-compliant rest periods; (5) Employers failed to ensure that there was adequate staffing to allow Complainant and other Aggrieved Employees to take timely, uninterrupted, and duty-free rest periods; (6) Employers required Complainant and other Aggrieved Employees to remain on-call and respond to work-related requests at all times, including during rest periods, which included responding to in person verbal interruptions; and (7) Employers' policy and culture prevented Complainant and other Aggrieved Employees from taking timely, uninterrupted, and duty-free rest periods because of the priority placed on completing job requirements over employees' right to receive rest periods.

Complainant and Aggrieved Employees did not receive an extra hour of wages at their regular rate of pay for the rest periods which were not provided to them in compliance with California law.

Accordingly, Employers violated the applicable IWC Wage Order and California Labor Code sections 226.7(a), and 1198.

Complainant and Aggrieved Employees will therefore seek PAGA default penalties pursuant to Labor Code section 2699; penalties pursuant to the applicable IWC Wage Order; California Labor Code sections 558 and 1199 penalties; and attorneys' fees and costs.

4. FAILURE TO TIMELY PAY WAGES DURING EMPLOYMENT

As to each pay period, Employers have failed to timely pay all wages earned because Complainant and Aggrieved Employees were not paid all the wages they were owed including, *inter alia*, overtime compensation, straight time wages, and meal and rest period premiums at the correct rate of pay. Accordingly, Employers violated California Labor Code section 204(a).

Complainant and Aggrieved Employees will therefore seek PAGA default penalties pursuant to Labor Code section 2699; penalties pursuant to California Labor Code sections 210 and 1199; and attorneys' fees and costs.

5. FAILURE TO PAY ALL WAGES DUE TO DISCHARGED AND QUITTING EMPLOYEES/WAITING TIME PENALTIES

Employers have failed to timely pay all wages earned either at the time Complainant and Aggrieved Employees were terminated or resigned because Complainant and Aggrieved Employees were not paid all the wages they were owed including, *inter alia*, overtime compensation, straight time wages, and meal and rest period premiums at the correct rate of pay. Accordingly, Employers violated California Labor Code section 201(a), 202(a) and 203(a).

Complainant and Aggrieved Employees will therefore seek PAGA default penalties pursuant to Labor Code section 2699; penalties pursuant to California Labor Code sections 210 and 1199; and attorneys' fees and costs.

6. FAILURE TO PROVIDE ACCURATE ITEMIZED WAGE STATEMENTS

As a result of the practices described above, the wage statements provided to Complainant and Aggrieved Employees did not include the actual hours worked and the correct amount of wages owed, as the time worked was either not recorded, detrimentally rounded, did not include the correct name and address of the legal employing entity, and the correct rates of pay. Accordingly, Employers violated California Labor Code section 226(a).

Complainant and Aggrieved Employees will therefore seek PAGA default penalties; penalties pursuant to California Labor Code section 226.3; and attorneys' fees and costs.

7. FAILURE TO MAINTAIN ACCURATE RECORDS

Employers have failed to maintain accurate records relating to Complainant and Aggrieved Employees' work periods, meal periods, total daily hours worked, and total hours worked per payroll period. Accordingly, Employers violated the applicable IWC Wage Order and California Labor Code sections 1198.5 and 1174(d).

Complainant and Aggrieved Employees will therefore seek PAGA default penalties pursuant to Labor Code section 2699; penalties pursuant the applicable IWC Wage Order; California Labor Code section 1174.5 penalties; and attorneys' fees and costs.

8. FAILURE TO REIMBURSE NECESSARY EXPENDITURES

California Labor Code sections 2800 and 2802 require an Employers to reimburse its employees for all necessary expenditures incurred by the employee in direct consequence of the discharge of his or her job duties or in direct consequence of his or her obedience to the directions of the employers. IWC Wage Order requires employers to provide employees with the tools or equipment necessary for the performance of their job. During the relevant time period, Complainant and Aggrieved Employees incurred necessary business-related expenses and costs that were not fully reimbursed by Employers.

Accordingly, Employers violated IWC Order and California Labor Code sections 2800 and 2802.

Complainant and Aggrieved Employees will therefore seek PAGA default penalties pursuant to Labor Code section 2699; penalties pursuant to paragraph (20)(A) of IWC Wage Order; and attorneys' fees and costs.

9. FAILURE TO PAY VACATION TIME

Pursuant to California Labor Code section 227.3, “. . . whenever a contract of employment or Employers policy provides for paid vacations, and an employee is terminated without having taken off his vested vacation time, all vested vacation shall be paid to him as wages at his final rate in accordance with such contract of employment or Employers policy respecting eligibility or time served.” During the relevant time period, Employers failed to pay Complainant and other Aggrieved Employees for all earned and unused and accrued vacation time at their final rate of pay at the time of termination of their employment. Accordingly, Employers have violated California Labor Code section 227.3.

Complainant and Aggrieved Employees will therefore seek PAGA default penalties pursuant to Labor Code section 2699; California Labor Code section 227 penalties; and attorneys’ fees and costs.

10. FAILURE TO PAY SICK TIME

Pursuant to California Labor Code section 246(l), all sick pay must be paid at the regular rate of pay. Employers have failed to pay Complainant and Aggrieved Employees their sick pay at the correct rate of pay. Accordingly, Employers have violated California Labor Code section 246(l).

Complainant and Aggrieved Employees will therefore seek PAGA penalties pursuant to Labor Code section 2699; California Labor Code section 227 penalties; relief under California Labor Code 248.5, and attorneys’ fees and costs.

Sincerely,



JUSTIN LO, ESQ.

Notice to Employers via Certified Mail

CITY OF HOPE NATIONAL MEDICAL CENTER

Agent for Service of Process,
1505 Corporation CT Corporation System
330 N Brand Blvd.
Glendale, CA 91203

CITY OF HOPE

Agent for Service of Process,
1505 Corporation CT Corporation System
330 N Brand Blvd.
Glendale, CA 91203

ICONMA, LLC

Agent for Service of Process,
1505 Corporation CSC – Lawyers Incorporating
Service
2710 Gateway Oaks Drive,
Sacramento, CA 95833

ICONMA WORKFORCE SOLUTIONS, L.L.C.

Agent for Service of Process,
1505 Corporation CSC – Lawyers Incorporating
Service
2710 Gateway Oaks Drive,
Sacramento, CA 95833

CITY OF HOPE NATIONAL MEDICAL CENTER

Human Resources/Legal Dept.
1500 East Duarte Road
Duarte, CA 91010

CITY OF HOPE

Human Resources/Legal Dept.
1500 East Duarte Road
Duarte, CA 91010

ICONMA, LLC

Human Resources/Legal Dept.
850 Stephenson Highway Ste 612
Troy, MI 48083

ICONMA WORKFORCE SOLUTIONS, L.L.C.

Human Resources/Legal Dept.
850 Stephenson Highway Ste 612
Troy, MI 48083