

Human Resources Division

SJC—Engage

44 N. San Joaquin Street

Stockton, CA 95202

Phone (209) 468-3370

SJCEngage.com

www.sjgov.org



San Joaquin County

New Employee Orientation Handbook

SAN JOAQUIN
—COUNTY—

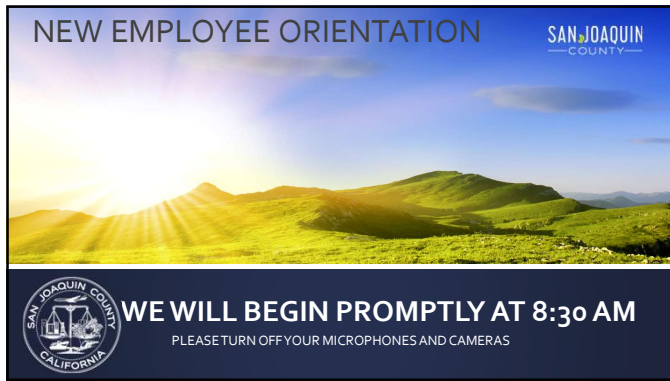
Greatness grows here.



engage

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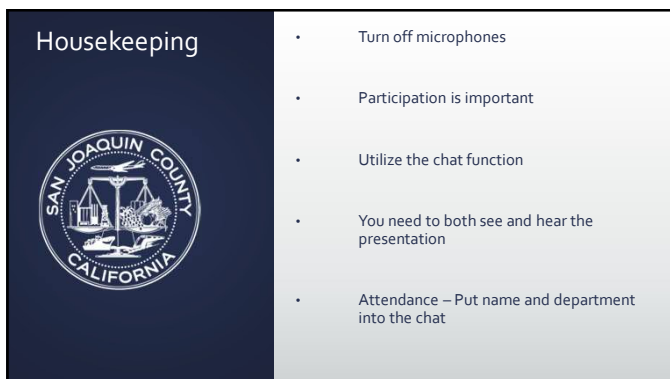
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Today's Priorities



- Introduction to San Joaquin County
- Introduction to Human Resources
 - Benefits Enrollment
 - Professional Development
 - Pay Days and Holiday Schedule
- Your Role in County Government
 - Standard of Excellence
 - Policies and Procedures
 - Information Security
 - Risk Management and Safety
- Employee Rights and Responsibilities
- Additional Information
 - Nationwide Retirement 457b
 - SJC Retirement Benefits
 - Union Eligibility

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What won't we cover today?



- Requirements and expectations of your specific job duties
- Division and Unit specific conduct and dress codes
- Individual work schedules
- No new hire paperwork
 - This will be done on day 3 at your sites

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Day 1 – All staff

8:30-10:00 – New Hire Orientation
10:00-10:45 – Public Service Ethics
11:00-12:30 – Diversity, Respect & Inclusion
12:30-1:30 – Lunch Dismissal
1:30-3:00 – Intro to Benefits
3:00-3:30 – NEO Day 2 walk-through
3:30 – 4:00 – Labor Organization Presentations

Day 2 – Non-Supervisors

8:30-9:00 – Cyber Security
9:00-9:30 – Emergency Preparedness
9:30-12:30 – Discrimination & Harassment Prevention
12:30-1:30 – Lunch Dismissal
1:30-4:30 – Workplace Violence Prevention

Day 2 – Supervisors

8:30-12:30 – Workplace Violence Prevention
12:30-1:30 – Lunch Dismissal
1:30-3:30 – Discrimination & Harassment
3:30-4:00 – Emergency Preparedness
4:00-4:30 – Cyber Security

**If you do not know where to go for day 3 please call your department right away. We do not have that answer. (check your email)*

Department Level Mandatory Training Responsibilities:

2 hours – ISD *The Inside Man* Cyber Security Training
1 hour – New Hire paperwork (Within 72 hours of start date)
2 hours – AB 1343 Ethics Training – Online (Required for Executive & Senior Managers)

Let's Spend Some Time Together



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WELCOME TO SAN JOAQUIN COUNTY

SAN JOAQUIN COUNTY VETERANS SERVICE OFFICE

105 S. San Joaquin Street

Stockton CA 95202

209 468-2916

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Frequently Used Terms

ACRONYMS

- DTP = Department Training Processor
- DNP= Department NEO Processor
- DSHR = Department Safety & Health Representative
- EEO = Equal Employment Opportunity (Coordinator)
- EPAD = Employee PeopleSoft Database Processor
- MOU = Memorandum of Understanding
- NEO = New Employee Orientation

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THE BIG MYSTERY?

2025

JANUARY

FEBRUARY

MARCH

APRIL

MAY

JUNE

JULY

AUGUST

SEPTEMBER

OCTOBER

NOVEMBER

DECEMBER

REGULAR HOLIDAYS

REGULATORY HOLIDAYS

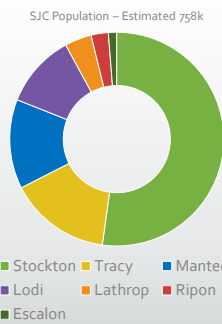
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How much do you know about
San Joaquin County?

10

?

Which Cities does
San Joaquin
County Include?



11

?

How many
people does
SJC employ?

7,400+

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Which crops do
best in
San Joaquin
County?

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TOP 10 CROPS in San Joaquin County

Top 10 San Joaquin Crops	Gross in Millions (2023)
Milk	\$621
Grapes	\$394
Almonds	\$344
Cherries	\$273
Eggs & Chicken	\$239
Walnuts	\$150
Tomatoes	\$147
Cattle & Calves	\$146
Blueberries	\$81
Silage (Other)	\$78

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What is San Joaquin County responsible for?

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San Joaquin County must deliver services mandated by the State of California and the Federal Government.

Some services are provided county-wide (approx. 1,500 miles).

Some additional services are provided in unincorporated areas.

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San Joaquin County – Responsibilities

General Government & Capital Maintenance

Law & Justice


Roads & Facilities

Health Services

Human Services

Environmental Protection

Recreation & Education



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General Government & Capital Maintenance

- Assessor
- Auditor-Controller
- Board of Supervisors
- Clerk of the Board
- County Administrator
- County Counsel
- Employment & Economic Development (WorkNet)
- General Services
- Human Resources
- Information Systems Division (ISD)
- Registrar of Voters – Elections (ROV)
- Purchasing & Support Services
- Recorder – County Clerk
- Treasurer – Tax Collector



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Law & Justice

- District Attorney
- Child Support
- Public Defender
- Probation Department
- Sheriff – Public Administrator

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Roads & Facilities



- Public Works
- Solid Waste
- Stockton Metropolitan Airport

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Environmental Protection

- Agriculture Commissioner
- Community Development
- Environmental Health
- Cooperative Extension

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Health Services

San Joaquin General Hospital
San Joaquin County Clinics
Coroner

Health Care Services:

- Emergency Medical Services
- Mental Health Services
- Public Health Services
- Substance Abuse Services



Monitor Health



Diagnose & Investigate



Inform, Educate & Empower



Mobilize Community Partnerships



Develop Policies



Enforce Laws



Link to & Provide Care



Assure a Competent Workforce



Evaluate



Research

22

Human Services Agency





- Administration
- Aging & Community Services
- CalWORKS
- Children Services
- Community Involvement
- First 5 San Joaquin
- CalFresh (Food Stamps)
- Head Start Administration
- Medi-Cal
- Program Development
- Veterans Services

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Recreation & Education

Parks & Recreation
Micke Grove Zoo
Oak Grove Nature Center

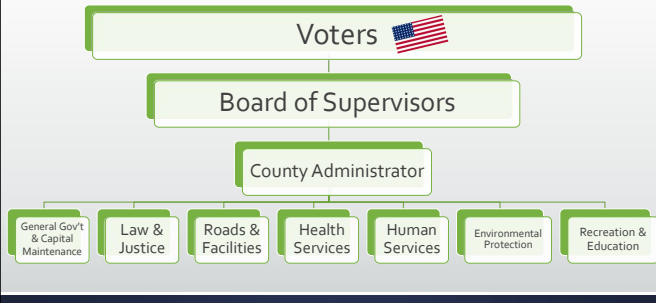
Cooperative Extension






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So...How do decisions get made?



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Board of Supervisors

Elected by the voters for a 4-year term to represent a district (5)
Limited to 2 terms



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County Administrator

Appointed by Board of Supervisors



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“What am I responsible for now
that I work for the tax payers?”



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Employee Expectations

Know Policies

Follow
Procedures

Display
Professionalism



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Things you must make yourself aware of:

- ☐ *Dress and Appearance Standards*
- ☐ *Use of Equipment and Property*
- ☐ *Work Hours/Breaks/Personal Business*
- ☐ *Confidentiality*
- ☐ *Ethical Behavior*
- ☐ *Use of Alcoholic Beverages*
- ☐ *Smoking Policy*
- ☐ *County Work Rules/Department specific rules/laws*

Know Policies

30

Do your job the right way:

- ❑ Follow the rules, fill out the form, respect the systems in place
- ❑ Lead by example
- ❑ Speak up if you need support in following a procedure
- ❑ Ask questions and understand the WHYs
- ❑ Be proactive about getting the Training you need!

Follow
Procedures

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You are the face of government:

- ❑ EVERY interaction should display respect and service (internal/external)
- ❑ We all have an opportunity to create/change public beliefs
- ❑ KINDNESS is allowed
- ❑ Value time – yours and others
- ❑ If you don't know how to handle a situation, ASK!
- ❑ Our work may be emotional – manage your emotions and focus on solutions

Display
Professionalism

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Disaster Service Workers (DSW):

- ❑ All County staff are considered DSWs
- ❑ You may be activated to support departments in an emergency
- ❑ As a DSW, an employee cannot refuse a DSW assignment
 - ❑ Employees on approved LOA will not be activated
- ❑ You will not be assigned tasks outside of your qualifications
- ❑ Assignments vary and you may not be activated for assignments under your typical classification

YOU ARE A
DSW

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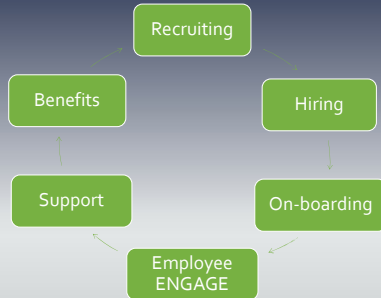
Public vs. Private vs. Non-Profit

- ❑ *There are different fiduciary responsibilities*
- ❑ *Public Perceptions - Worthwhile work*
- ❑ *Merit Based salaries*

Fiscal
Differences

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Human Resources – 3RD Floor – Admin Bldg

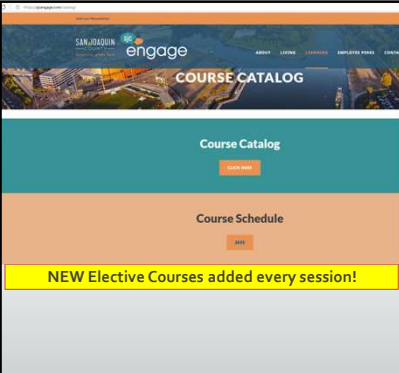


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- Creates professional development and personal wellness opportunities that inspire San Joaquin County employees to grow.
- Provides access to applicable professional development offerings that enhance the performance and career of San Joaquin County employees.
- Provides the ability for employees to educate themselves on important wellness topics and evaluate their own wellness opportunities.
- Consistently supports a culture where coworkers are able to support one another and serve the community.
- Strives to make San Joaquin County a leader in employee engagement and wellness.

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How does training work?

- Visit the **Course Catalog** on the sjcengage.com website
- Speak to your Supervisor for approval (if necessary) and complete a **registration form**
- Connect with the **Department Training Processor** at your location to enroll

**hint: the list of Department Training Processors is on the catalog website*

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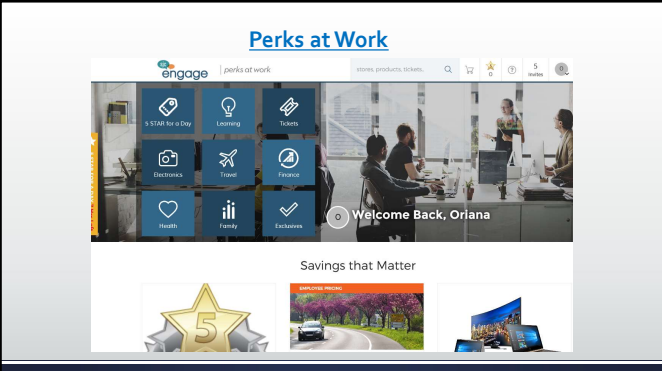


Workplace Wellness Program

- Wellness includes **Physical, Emotional, Social, Financial and Professional** components. Wellness at San Joaquin County means the “whole person”
- Educational Opportunities, Exercise Opportunities, Service Opportunities
- Supportive Social and Physical Environments
- Organizational Integration of Wellness Culture
- Links to Related Programs – Discounted Offerings
- Wellness Gladiators



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ISD County
Work Rules





- Handbook
- Viruses
- Computer Use
- Copyright Laws
- Information Security Awareness

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Risk
Management
& Safety





Contact:
(209) 468-3376

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Risk Management

“Risk Management is the process of making and carrying out decisions that will minimize the adverse effects of accidental losses upon an organization.”

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Risk Management

...involves

- Stopping losses from occurring
- Paying for inevitable losses



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Risk Management

- Tanya Moreno, Safety and Risk Manager
- Lolita Pearson, Safety Officer
- Mignon Supnet, Disability Management Coordinator
- Claire Cambra, Risk Management Analyst
- Emma Bell, Risk Management Analyst (Safety)
- Julin Chum, Office Asst. Spec. (Workers Comp)
- Lucy Ramirez, Office Asst. Spec. (Workers Comp)
- Mariela Estrella, Office Asst. Spec (Insurance Programs)

44

Safety

"Safety is the control of accidental loss and is designed to help prevent injuries and illness both on and off the job."

45

Who is responsible for Safety?

- Employees
- Managers and Supervisors
- Department Heads
- Risk Management

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Employees

- Promote safe work habits
- Learn and follow appropriate standards
- Report risks



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Managers and Supervisors

- Maintains compliance with County Department **Injury & Illness Prevention Program**
- Safeguards and trains staff
- Creates and maintains a safe and healthy work environment

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Department Heads

- Implement an effective safety program
- Maintain accurate safety records
- Maintain a safe and healthy work environment
- Protect the public from risk

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Risk Management

- Directs overall county safety program
- Acts as county safety advisor
- Prepares county memorandums
- Assists departments in all aspects safety
- Assessment, training, implementation
- and much more ...

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In case of injury...

"An employee who is injured as a result of an incident arising out of work and in the course of employment may receive all reasonable medical, surgical, and hospital services and supplies necessary to cure or relieve the effects of the injury."

2571 Worker's Compensation Insurance Program

51

Employee Injuries

What should you do if you are injured on the job?

- Report the accident immediately to your supervisor.
- File an accident report form available from Supervisor.

52

Worker's Compensation

Employee rights:

- Treatment for injury
- Treatment by choice of physician (conditions apply)
- Workers' Compensation
 - Available after 3 days
 - Immediate benefits if hospitalized
- Temporary Disability Indemnity (TDI)

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Accidents in a County Car

Employee responsibilities:

- ☒ Do not leave scene until full information is gathered on the accident.
- ☒ Do not admit blame.
- ☒ Immediately notify the local police.
- ☒ Report the accident to your department as soon as possible.



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Logging Into Day 2 Training

- Go to sjcengage.com
- Click on the Learning Tab
- Click on Online Courses/Resources
- Click on Training Courses
- Go down to General Mandatory Courses
- View the appropriate online training courses
- Print the Training Acknowledgement Form & Sign for Submission



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After the break...

return @ 11:00

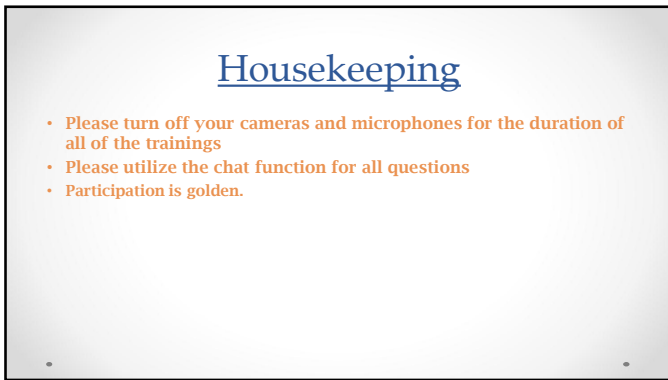
➤ Diversity, Respect & Inclusion

➤ Please be punctual and respect the schedule. If you are more than 15-minutes late to any session you will not be invited into the training.

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Defining Diversity

Diversity is all the things that make us different.

RACE

Language

Education

Family status

MILITARY EXPERIENCE

INCOME

Ethnicity

SEXUAL ORIENTATION

Age

Religious beliefs

Geographic location

Gender

Work background

National origin

Physical ability

... and much more.

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SJC Definition of Workplace Diversity

Workplace diversity encompasses a broad range of human qualities. These qualities include, but are not limited to, age, education level, ethnicity, gender, gender identity or expression, geographic origin, job classification, mental or physical disability, national origin, political belief, race, religious belief, sexual orientation, socio-economic status, and work experience.

In San Joaquin County, diversity in the workplace means empowering a workforce that is inclusive of these human qualities, which in practice recognizes and embraces the unique contributions of individuals, creating a work environment that maximizes the potential of all employees.

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SJC Vision Statement on Workplace Diversity

In San Joaquin County, we believe that every individual is important and adds to the overall quality of our organization. We view diversity in our workplace as business strength; essential to providing excellent support and services to the community we serve.

We are committed to fostering an inclusive and welcoming environment, reflective of the diversity of our community. We are committed to an environment where every individual may grow personally and professionally, where everyone's contributions are acknowledged, respected, and appreciated, and where we celebrate the differences that make us a strong organization.

By working together, we can attract, develop, recognize and retain highly skilled and talented individuals.

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Understanding Generational Differences

FIVE Generations in the Workplace

<u>Generations</u>	<u>Birth Years</u>
Traditionalists	before 1946
Baby Boomers	1946 - 1964
Generation X	1965 - 1980
Generation Y(millennials)	1980 – 1997
Generation Z	after 1997

Cuspers are people who were born in the three to five years that overlap two generations.

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Welcome to Inclusion Insights



- Exciting course with video by Steve Robbins
- You will watch video
- Examine the key insights
- Discuss how this content might change the way you look at and apply diversity in your organization.

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Stereotype and Prejudice

- **Stereotype** – Generalizations applied to a whole group of people, without regard for the individual.
- **Prejudice** – Any favorable or unfavorable preconceived opinions, feelings, or attitudes formed without sufficient knowledge, thought, or reason.



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Interrelationship: Stereotype, Prejudice, Discrimination

- **Stereotypes** reflect the expectations and beliefs about the characteristics of members of groups perceived as different from one's own;
- **Prejudice** represents the emotional response; and
- **Discrimination** refers to actions.

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Diversity
without
Inclusion
will NOT work!



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What is Inclusion?

- **Inclusion** is a state of being valued, respected, and supported. It's about focusing on the needs of every individual and ensuring the right conditions are in place for each person to achieve his or her full potential. Inclusion should be reflected in an organization's culture, practices, and relationships that are in place to support a diverse workforce.

In simple terms, **diversity is the mix**; **inclusion is getting the mix to work well together**.



69

How Can YOU Promote Diversity & Inclusion?

- Lead employees by example; respect people and differences in the workplace. Walk the talk.
- Incorporate diversity in policies, strategic plans, and operational procedures.
- Create a welcoming, inclusive environment in which to conduct business.
- Learn and practice early conflict resolution strategies.
- Practice regular, effective, and open communication.
- Think before you speak and be sensitive to others.
- Talk about your differences and ask tactful questions about how people want to be treated.
- Recognize and respect others and their individuality.
- Eliminate stereotypes and generalizations.

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PERSPECTIVE

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SJC Engage & Inclusion

One of the many ways San Joaquin County Human Resources has invested in the health and well being of our staff is through the San Joaquin County Engage Program

Information regarding San Joaquin County's stance on diversity can be found on our website at www.sjccengage.com under the LIVING tab.



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Equal Employment Opportunity...

If you have any questions, please call
the EEO Office at [468-3370](tel:468-3370).

Visit the EEO Website at:
[https://www.sjgov.org/departments/
hr/divisions/eeo](https://www.sjgov.org/departments/hr/divisions/eeo)

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Questions



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“Diversity is being invited to
the party. **Inclusion** is
being asked to dance.”

VERNĀ MYERS

Diversity is the Noun
and Inclusion is the Verb

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After the break...
return @ 1:30

- SJC Employee Retirement Association (SJCERA)
- New Employee Benefits Presentation
- Union Representative(s)

➤ Please be punctual and respect the schedule. If you are more than 15-minutes late to any session you will not be invited into the training.

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Other
Useful
Information

- Departments can't answer questions about the documents. You have to reach out to the presenters today regarding their specific topic.
- We have an education reimbursement program (refer to MOU)
- Federal Student Loan Forgiveness (Not a County Program)
- Probation lasts one year

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After the break...
return @ 3:15

- Day 2 walk-through
- Union Representative(s)

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Day 1 – All staff

8:30-10:00 – New Hire Orientation
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8:30-9:00 – Cyber Security
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12:30-1:30 – Lunch Dismissal
1:30-4:30 – Workplace Violence Prevention

Day 3 – Supervisors

8:30-12:30 – Workplace Violence Prevention
12:30-1:30 – Lunch Dismissal
1:30-3:30 – Discrimination & Harassment
3:30-4:00 – Emergency Preparedness
4:00-4:30 – Cyber Security

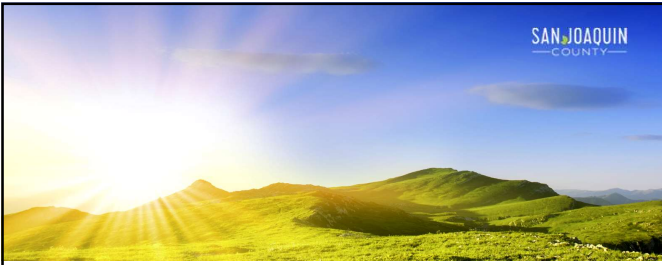
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2 hours – AB 1343 Ethics Training – Online (Required for Executive & Senior Managers)


Let's Spend
Some Time
Together



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SAN JOAQUIN
COUNTY



Thank you & Welcome to the County!
Oriana Maghoney | Human Resources Division – Staff Development

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SEIU
Service Employees International Union

[SEIU LOCAL 1021 NEW EMPLOYEE ORIENTATION](https://vimeo.com/347617558)

<https://vimeo.com/347617558>

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SEIU 1021

Stronger Together!



WELCOME!!

- Welcome! Congratulations on **your** new **UNION** job! You are now covered by an SEIU Local 1021 Union contract & stand together with over 6,000 employees here in San Joaquin County and more than 60,000 workers in our Local who work in local government, nonprofit agencies, health care programs, colleges, and schools throughout Northern California.

LET'S GET ACTIVATED!

- The **first step** at a new UNION job is to **activate** your membership.

Go to www.join1021.org via your phone or computer, or you can scan the QR code below. It takes less than two minutes!



WHAT NOW?

- After submitting your application, you will receive an email confirmation. Upon activation, you will **immediately** receive **all** the benefits of your Union.

If you want to learn more about your rights and Union benefits, please visit our website, www.seiu1021.org, or call our **Member Resource Center** at 1-877-687-1021.

We look forward to seeing you at the worksite!




Course Objectives



- Injury Illness Prevention Program/Department Safety & Health Representative
- Defining Workplace Violence
- Inappropriate Behavior
- Recognizing Warning Signs
- How to diffuse a potentially hostile situation
- Imminent danger
- How to report incidents
- Anthem-Employee Assistance Program

Workplace Violence?...




Umpqua Community College
North Umpqua River
Site of shooting

The Columbine Effect


SHOOTING INCIDENTS	THE COLUMBINE EFFECT
74	89
53	126
21	9

95%

OF THE SHOOTING INCIDENTS THAT HAVE OCCURRED SINCE COLUMBINE, 95% HAVE BEEN PREVENTED BY THE POLICE.



BREAKING NEWS
Shooting At Umpqua Community College



BREAKING NEWS
POLICE IN STANDOFF WITH POSSIBLE SUSPECTS OF DEADLY MASS SHOOTING IN SAN BERNARDINO

Workplace Violence?...



The Law

- Under the General Duty Clause, Section 5(a)(1) of the Occupational Safety and Health Act (OSHA) of 1970, employers are required to provide their employees with a place of employment that "is free from recognizable hazards that are causing or likely to cause death or serious harm to employees".



Workplace Violence Incident Report Form

<https://www.sjgov.org/department/hr/default> (Human Resources Website)

<https://www.sjgov.org/department/hr/risk/forms> (Workplace Violence Incident Report Form)

<https://www.sjgov.org/department/hr/risk/policies> (SJ County Workplace Violence Policy)

Types of Workplace Violence



- Type I: Criminal Intent
- Type II: Customers/Client/Patients
- Type III: Co-worker
- Type IV: Personal

Workplace Violence

- Includes violent acts or the threat of violence.
- Harassment, intimidation, or other threatening, disruptive behavior.
- Can occur at or outside the workplace.
- Ranges from threats and verbal abuse to physical assaults and homicide.



If I don't get my raise,
I am going to ...

Statistics

According to the Bureau of Labor Statistics, 392 U.S. workers were workplace homicide victims in 2020.

- Of those victims who died from homicide:
 - 81% were men
 - 44% were aged 25 to 44
 - 28% were Black and 18% were Hispanic

There were also 37,060 nonfatal injuries in the workplace resulting from an intentional injury by another person.

<https://www.cdc.gov/niosh/topics/violence/fastfacts.html>

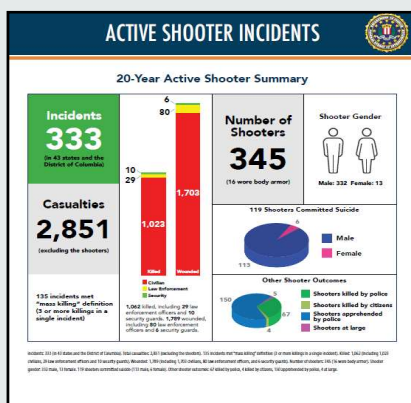
An annual average of 1.3 million nonfatal workplace violent victimizations occurred during the combined five years from 2015 to 2019 (based on data from Bureau of Justice Statistics (BJS) National Crime Victimization Survey).

Statistics

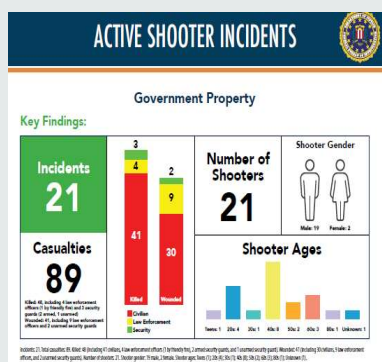
California Department of Industrial Relations
Workplace Violence Incidents at Hospitals
10/01/2020-9/20/2021 (including 311 facilities)
Total Incidents reported: 10,005

<https://www.dir.ca.gov/dosh/Reports/Annual-Report-WPV-Incidents-2020-2021.pdf>

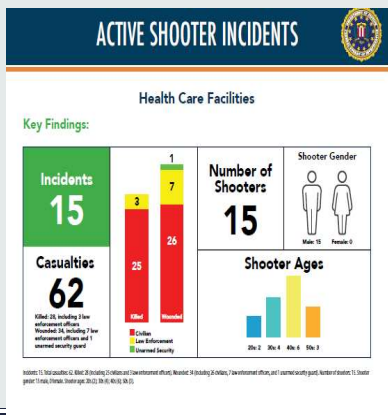
2000-2019 FBI Study of Active Shooters



2000-2019 FBI Study of Active Shooters



2000-2019 FBI Study of Active Shooters



Approaches to Violence Prevention - Preparation

- Assess the situation
 - Physical environment
 - Personal
- Attempt to gain control of the situation
 - Listen
 - Solution
- Develop a plan ahead of time
 - Develop engineering control systems (alarm, video screening, metal detection)
 - Know department codes
- Take care of your own stress

Workplace Violence?...



Recognizing Warning Signs

- Invading personal space
- Flushed face, twitching face or lips, and shallow breathing
- Escalating loudness, often with profanity
- Using overly aggressive actions and language, possibly due to intoxication or drug abuse
- Making statements about losing control (veiled threats)
- Opening and closing of the hands and/or using the index finger to point
- Darting or jerking eye movements, rapid looking around





Diffuse/De-escalation Techniques in Managing Negative Behavior

- Stand at an angle to the disturbed person, which is less threatening than directly facing him or her.
- Do not invade personal space; stay at least four feet from the individual.
- Do not maintain a rigid stance or cause the individual to feel cornered.
- Do not touch the individual, unless it is necessary to manage extreme behavior.
- Break eye contact with the individual to reduce the suggestion of aggression or control
- Ask the individual, "Why are you so angry?"
- Show that you are listening to the individual and respect his or her feelings.

Workplace Violence?...



Diffuse/De-escalation Techniques in Managing Negative Behavior

- Indicate that you want to help resolve the situation and do not make any promises you cannot keep.
- Display sincerity, do not make threats, and do not set limits that you cannot enforce.
- Clarify communication and ask for specific responses.
- Ignore challenges and comment only on the person's behavior.
- Move and speak slowly, quietly, and confidently.

Constructive Anger Management

- Awareness
 - Pay attention to body language
 - Watch and listen for anger "triggers"
- Assertion
 - Avoid threats or manipulation
 - Use "I" messages
- Limits
- Expectations
- Contact
 - Listen actively and carefully
 - Be genuine, don't play a "role"

Things to Avoid

- Arguing
 - Confronting
 - Defending
- Put-downs
 - Criticizing, blaming, labeling
 - Sarcasm, teasing



Never Say

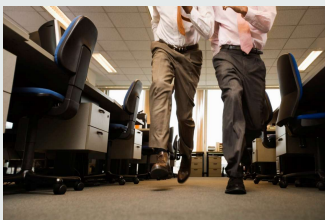
- Calm down
- It's your fault
- I told you . . .
- Is that the best you can do
- We have no control over that
- You should/shouldn't have
- No
- I can't



These are "hot-button" words that **set off** angry or upset people.

Imminent Danger

Above all, **trust your instincts**. Situations of immediate danger dial **9-911** (if someone is brandishing a firearm).



RUN, HIDE or FIGHT



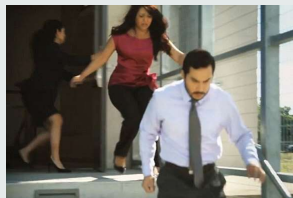
RUN, HIDE or FIGHT



Run

Have an escape route and plan in mind

- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Stop individuals from entering the active shooter area
- Keep your hands visible and do not run to police officers
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe



Hide Out

If evacuation is not possible, find a hiding place and ensure the following:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)

Do not trap yourself or restrict your options for movement to prevent an active shooter from entering your hiding place:

- Lock the door
- Block the door with heavy furniture



Hide Out - Continued

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet



If evacuation and hiding out are not possible

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen



Fight

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

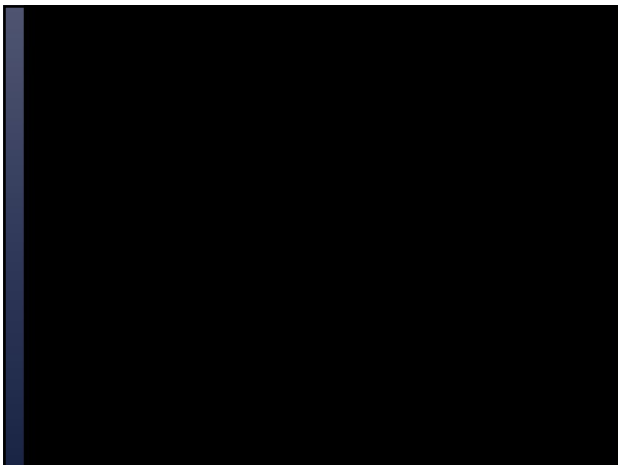
- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions



Incident Reporting

- Report incident to immediate supervisor or manager
- Supervisor or manager will complete and file report with Human Resources







Employee Assistance Program (EAP)

- No charge to employee
- Effective
- Confidential
- Professional





Employee Assistance Program (EAP)

www.anthemEAP.com Login PRISM
Phone 833-954-1067

About Your Services | EAP Orientation | Feedback | Enroll the Expert

Choose Language:

Parenting | Aging | Balancing | Thriving | Working | Living | International

RESOURCE CENTER

Your self-service area to:

- Search for EAP counselors
- Confirm your first appointment
- Send messages to your EAP

FIND RESOURCES NEAR YOU

Your self-service area to find:

- Child Care
- Adult Services
- Pet Sitter
- Elder Care

Use our handy search tool

FINANCIAL AND LEGAL ASSISTANCE

- Quicken WillMaker & Trust
- Financial management tools
- Legal assistance

Talkspace +

Learn to Live +

Let's Talk Depression +

Domestic Violence +

Critical Event Support +

Addiction and Recovery +

Special Feature +

ID Monitoring +

Legal/Financial +

Live Tobacco Free +

Savings Center +

In Conclusion

Goals of this presentation were to:

- Heighten employee awareness of:
 - The extent and potential for workplace violence.
 - Characteristics of potentially violent situations.
 - Options that can be taken by the company and individuals to reduce the potential for and more effectively deal with incidents of workplace violence.

Be S.A.F.E. (Not Sorry)

S - Stay Aware

Keep your eyes and ears open

A - Analyze the Situation

Always consider the big picture

F - Factor in Feelings

Trust your instincts

E - Engage in Solution

Speak up, talk to someone in authority

Questions / Comments

▪ Lolita Pearson – Safety Officer

▪ (209) 468-3373

▪ Emma Bell – Risk Management Analyst

▪ (209) 953-7427

▪ County Human Resources

▪ (209) 468-3370

▪ www.sjgov.org/hr



San Joaquin County Work Rules

1. Conduct

County departments are public service agencies, and employees shall provide prompt, courteous service to the clients they serve. Fellow employees shall also be treated with courtesy and consideration. Employee's conduct and language on the job shall be appropriate to the work setting.

2. Standards of Dress and Appearance

Personal appearance has a direct bearing on the impression that clients and the general public have of the County, its departments, and the services they provide. Employees shall dress in a neat and business like manner appropriate to their job classification and duties.

3. Use of Equipment, Materials, and Other County Property

All County property is to be used for County business only. Individual work areas including offices, desks, files, and bookcases are County property and open to the County as employer at all times unless excluded by specific agreement or by the Peace Officers' Bill of Rights. In addition, employees shall exercise care to protect any County property entrusted to them and to use it in the manner for which it was intended.

4. Work Hours

Employees shall begin work on time and devote their assigned work hours to carrying out their jobs. Rest breaks, meals and time off shall be taken at times authorized by the employee's department head (or designee).

5. Confidentiality

Employees shall maintain the confidentiality of files and other information obtained on the job. Release of any information to other persons shall be authorized by the employee's department head (or designee).

6. Personal Business

Employees shall not conduct personal business on County time.

7. Use of Alcoholic Beverages or Controlled Substances

Employees shall not use or have in their possession, opened containers of alcoholic beverages or any controlled substances during work hours or on County premises, unless the substance was specifically prescribed for that employee by a physician or unless specifically sanctioned by the department head. In addition, employees shall not report to work under the influence of such substances.

8. Safety

Employees shall follow all safety rules for the performance of their jobs and operation of equipment. Employees shall report unsafe conditions to their department heads (or designee).

9. Outside Employment

The County may limit an employee's employment in other jobs if:

- a.) the outside employment interferes with the performance of the employee's County job, OR
- b.) there is a conflict of interest as specified in Government Code 1126

10. Political Activity

Employees shall not engage in political activities, which are prohibited by law, on County time or with employees who are on County time.

Rule 14 of the Civil Service Rules and Regulations gives department heads the authority, with input from the Director of Human Resources, to establish specific regulations governing the conduct, appearance, and performance of employees in their departments. Any rules established by a department must be in conformance with existing state and federal laws, Civil Service Rules, and negotiated Memorandum of Understanding.

SAN JOAQUIN COUNTY
ALCOHOL AND DRUG ABUSE POLICY

Preamble

The County of San Joaquin receives various federal grants. As a consequence of the federal law governing such grants, the County certifies that it will provide a drug-free workplace. As part of the provision of a drug-free work place, the County requires each of its employees to notify the County in writing of any criminal drug statute conviction for a violation *occurring in the workplace* no later than five calendar days after such conviction. The County will notify the federal granting agency in writing within ten calendar days after receiving notice from an employee or otherwise receiving actual notice of such conviction. After having received such notice, the County will take one of the following actions with respect to any employee who is so convicted:

1. Instituting appropriate personnel action against such an employee, up to and including termination;
2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health, law enforcement or other appropriate agency.

1.0 PURPOSE

- 1.1 It is the purpose of this policy to eliminate substance abuse and its effects in the workplace. Drugs and alcohol consumption away from the job can affect job performance and employee safety. Employees must be able to perform their duties safely and efficiently in the interest of the public and their fellow workers, as well as themselves. The use/abuse of drugs and alcohol on the job and the influence of these substances on employees during working hours are not consistent with this objective.
- 1.2 This policy provides guidelines for the detection and deterrence of alcohol and drug abuse. It also outlines the responsibilities of San Joaquin County managers and employees. The County will act to eliminate any substance abuse such as alcohol, illegal drugs, prescription drugs or any other substance, which could impair an employee's ability to safely and effectively perform the functions of the particular job. All Civil Service employees should be aware that violation of the policy means that they may be disciplined subject to Civil Service Rule 18. Contract, temporary and Civil Service exempt employees may be disciplined but are not eligible for rights afforded by Civil Service Rules.

OPTIONS, the Employees Assistance Program, is available to assist employees who may have an alcohol or drug usage problem. Employees are urged to voluntarily seek confidential assistance from the Employee Assistance Program. While San Joaquin County will be supportive of those who seek help voluntarily, the County will be equally firm in identifying and disciplining those who continue to be substance abusers and who do not seek help. Alcohol and drug abuse are recognized as treatable conditions. Unless resolved, these problems repeatedly and continually interfere with an employee's ability to perform his or her job. Therefore, OPTIONS is designed to assist troubled employees. OPTIONS staff will advise employees how to access other rehabilitation serves of their choice, whether it is the County health plan or other health plans.

2.0. **POLICY**

2.1 Employees shall not:

- 2.1.2 Be under the influence of or in possession of an unsealed alcoholic beverage container or drugs while on County property, in County vehicles, or at work locations.
- 2.1.3 Utilize such substances while they are on duty or paid standby.
- 2.1.4 Sell or provide drugs or alcohol to any other employee or to any person while such employee is on duty or paid standby,
- 2.1.5 Have their ability to work impaired as a result of the use of alcohol or drugs.
- 2.1.6 The County may notify the appropriate law enforcement agency that an employee may be in possession of illegal drugs.

2.2 An employee taking a prescribed drug that may interfere with safe work performance shall be required to provide written documentation from the prescribing physician indicating the level of interference with job performance addressed in 5.5. The employee's immediate supervisor or department head shall determine on a case-by-case basis the employee's ability to perform employment responsibilities (see 3.2). Failure to notify a supervisor may result in disciplinary action up to and including termination. An employee may be required to provide a statement from a licensed physician, nurse practitioner or physician assistant indicating when the employee is able to work safely while taking the prescribed medication.

- 2.2.1 An employee, who is not cleared to work, shall not be permitted to work. The employee may use sick leave, accrued time, or approved leave of absence until a licensed physician, nurse practitioner or physician assistant releases the employee.

- 2.3 A supervisor observing an employee with declining work performance and exhibiting ongoing behavior which could cause reasonable suspicion of a substance abuse problem may:
- 2.3.1.1 Counsel the employee regarding areas of declining work performance and recommend the employee utilize the Employee Assistance Program;
 - 2.3.2 Document the behavior which has given rise to the suspicion of substance abuse;
 - 2.3.3 Inform the appropriate manager (with departmental budget authority) of the supervisor's intent to recommend substance abuse testing;
 - 2.3.4 Inform the employee of the department's intent to utilize this policy if a) the behavior does not change; b) the employee does not utilize the Employee Assistance Program.

After a manager has received training on substance abuse testing and referral and has taken all measures outlined above, he/she can direct an employee to take a test. Refusal to submit immediately to an alcohol and/or drug analysis and authorize release of test results when requested by a manager may be grounds for discipline subject to Civil Service Rule 18.

- 2.4 An employee believed to be under the influence of alcohol or drugs shall be prevented from engaging in further work and shall be directed to remain at the work site until transportation arrangements can be made.
- 2.4.1 Employees who insist on driving and who may be under the influence of alcohol or drugs are subject to arrest by a peace officer.
- 2.5 The County is committed to providing reasonable accommodation for those employees whose drug or alcohol problem classifies them as handicapped under Federal and/or State law.
- 2.6 The County's voluntary Employees Assistance Program (OPTIONS-EAP) is available to assist employees who voluntarily seek help for alcohol or drug problems. Employees are encouraged to contact the EAP program directly for additional information.

3.0 DEFINITION

- 3.1 "Reasonable suspicion" is a belief based on subjective evidence sufficient to lead a reasonably prudent supervisor to suspect that an employee is under the influence of drugs or alcohol to the degree the employee's ability to perform the functions of the job is impaired.

- 3.1.1 Any of following, alone or in combination, may constitute reasonable suspicion:
 - 3.1.1.1 Slurred speech
 - 3.1.1.2 Alcohol odor on breath
 - 3.1.1.3 Unsteady walking and movement
 - 3.1.1.4 An accident involving County property for which the employee is determined to be at fault.
 - 3.1.1.5 Physical altercation
 - 3.1.1.6 Declining work performance
 - 3.1.1.7 Possession of alcohol or unauthorized drugs

3.2 The presence of the above indicators does not determine that an employee is chemically dependent.

3.3 Managers are defined as any employee in Executive, Senior Management, Middle Management, Sheriff's Management, and Sheriff's Sergeant bargaining unit.

4.0 APPLICATION

This policy applies to all full, part-time, contract, and temporary employees of the County. This policy applies to all substances, drugs, or medications, legal or illegal, which could impair an employee's ability to effectively and safely perform the functions of the job.

5.0 EMPLOYEE'S RESPONSIBILITIES

An employee:

- 5.1 Must not report to work or be on paid standby while his/her ability to perform job duties are impaired due to alcohol or drug use;
- 5.2 Must not possess or use alcohol or illegal drugs during working hours or while on County property;
- 5.3 Must not directly, or through a third party, sell or provide drugs or alcohol to any person, including any employee, while either employee or both employees are on duty or on paid standby except as required in the performance of an employee's duties;
- 5.4 Must submit to an alcohol and drug test when requested by responsible a County manager, and authorize the release of results of the evaluation and/or test subject to Section 2.3 of this policy.
 - 5.4.1 Laboratory reports and/ or test results shall not be placed in an employee's personnel file. Laboratory reports, test results and/or rehabilitation-related records shall be maintained in a separate confidential file. The confidential file shall be in a locked secure location. The EAP program manager shall implement procedures to maintain the confidentiality of the laboratory reports and/ or test results and rehabilitation documents. Laboratory reports,

rehabilitation documents and /or test results shall not be released to law enforcement agencies without express written approval of the employee. Such information shall be disclosed to other individuals only on a substantiated need to know basis and to the employee upon request. Such disclosure shall be documented. The employee may receive a copy of the report and may review the log upon request. In the event a test does not indicate the presence of alcohol or a controlled substance, an employee, upon request, shall be given a letter indicating confirmation of such results.

It is the policy of the Employee Assistance Program to destroy all lab reports, rehabilitation documents and test results after a period of five years unless intervening referrals have been made.

- 5.5 If in the course of medical treatment an employee is prescribed medication, it is the employee's responsibility to ascertain from the prescribing physician whether the medication would interfere with job performance. If the medication causes impairment, the immediate supervisor or department head will determine the employee's fitness for duty.

6.0 MANAGEMENT RESPONSIBILITIES AND GUIDELINES

- 6.1 Department heads are responsible for reasonable enforcement of this policy, maintaining confidentiality and for providing appropriate training to supervisory staff.
- 6.2 Managers can refer an employee to EAP for declining job performance or reasonable suspicion of chemical use. The EAP will provide assessment and referral services to appropriate treatment facilities. Supervisors are encouraged to refer employees to the EAP for intervention and rehabilitation. EAP services are confidential and supervisory referred employees are requested to sign a release of information form for attendance purposes.
- 6.3 Drug/Alcohol testing is used as a last resort after an employee refuses an EAP referral or EAP recommendations are rejected. The cost of the test(s) will be borne by the referring department. Managers may request that an employee submit to a drug and /or alcohol test when there is reasonable suspicion that an employee is intoxicated or under the influence of drugs or alcohol while on the job or on standby. Testing methods, procedures and laboratory procedures are arranged and managed by the Department of Health Care Services.
- 6.3.1 The National Institute of Drug Abuse shall perform the initial screening by a certified facility using the Immunoassay screening process where they use radioisotopes to develop antibodies (EMIT method). If the results are positive, the results will be confirmed by the gas chromatography/ mass spectrometer (GC/MS method) – San Diego.

To ensure a proper chain of custody, three specimens shall be collected as follows:

One specimen shall be provided in circumstances that maintain the integrity of the sample.

The specimen shall be divided into three containers that shall be sealed, labeled, and initialed without the containers leaving the employee's presence.

If a specimen is deemed positive, the employee shall have the option of submitting a second sample to a laboratory of his/her choice for a testing.

Any specimen deemed positive shall be retained and preserved by the laboratory for a minimum of six (6) months or until all legal proceedings relative to the test have concluded, whichever is later.

6.4 Managers requesting an employee to submit to a drug and/or alcohol test shall document in writing within two (2) working days the facts constituting reasonable suspicion that the employee is intoxicated or under the influence of drugs.

6.4.1 Original documentation is to be placed in the employee's departmental file and one copy given to the employee.

6.5 Where there is reasonable suspicion that the employee is under the influence of alcohol or drugs, the manager or supervisor is required to advise the employee to remain at the work site until transportation arrangements can be made to return the employee to his or her home. (See 2.5 & 2.5.1)

6.6 Managers and supervisors shall not physically search the person of employees, nor shall they search the personal possessions of employees.

6.7 Managers shall notify department heads or designees when they have reasonable suspicion that an employee may have illegal drugs or alcohol in his or her possession, including areas such as parking areas, break rooms, etc. If the Department Head or designee concurs that there is reasonable suspicion of illegal drug possession, the Department Head or designee may notify the appropriate law enforcement agency. Reasonable suspicion is defined in 3.1 of this document.

6.8 Alcohol and drug use or abuse by employees is not always evident. Managers shall continue to monitor job performance indicators of employees and refer troubled employees to EAP for intervention of possible chemical dependency. EAP counselors will determine treatment plans and inform the referring managers.

7.0 CONFIDENTIALITY

7.1 Specific treatment services provided by OPTIONS-EAP are confidential and are not released without the employee's authorization. Employees who are referred by

supervisors will be required to sign a release of information form to notify their supervisor of attendance. Specific information shared with EAP staff is confidential unless required by law for child abuse or threats of bodily harm.

- 7.2 For the purpose of this policy, alcohol and drug use or abuse by employees will be held in the strictest of confidence and shared on a need-to-know basis with appropriate management supervisory and EAP staff.

BEFORE THE BOARD OF SUPERVISORS OF THE COUNTY OF SAN JOAQUIN
STATE OF CALIFORNIA

ORDINANCE NO. 3623

AN ORDINANCE AMENDING SECTION 5-1303 OF THE ORDINANCE CODE
OF SAN JOAQUIN COUNTY PERTAINING TO SMOKING WITHIN
COUNTY FACILITIES OR VEHICLES

- - - -

The Board Supervisors of the County of San Joaquin, State of California, does ordain as follows:

SECTION 1. Section 5-1303 of the Ordinance code of San Joaquin County is amended to read as follows:

SECTION 5-1303. NO SMOKING IN COUNTY FACILITIES.

No smoking shall be permitted in County vehicles or enclosed facilities owned, operated or controlled by the County except:

- (a) In patients rooms under doctor's order when consistent with accreditation or licensing requirement.
- (b) In the inmate, living units of the main jail and the women's jail until such time as the jail Complex under construction is occupied.
- (c) In the Airport Terminal Restaurant and Lounge area with the ratio 75 percent no smoking and 25 percent smoking.
- (d) In leased buildings to private parties, which shall comply with the other provision of this Chapter.
- (e) In Sheriff's vehicles when the non-smoking Sheriff's personnel consent.

SECTION 2. COUNTY MANAGEMENT is directed to work to eliminate the exemptions that permit smoking. Health Care Services and Personnel are direct to increase the no smoking education program.

SECTION 3. This ordinance shall take effect thirty (30) days from the date of its passage. Before the expiration of fifteen (15) days after its passage, this ordinance shall be published in "The Record", a newspaper of general circulation, printed and publish in the County of San

Joaquin, State of California, with the names of the members of the Board of Supervisors voting for and against the same.

PASSED AND ADOPTED at a regular meeting of the board of Supervisors of the County of San Joaquin, State of California, on this 24th day of September, 1991.

AYES: WILHOIT, COSTA, SOUSA, BARBER

NOES: NONE

ABSENT: SIMAS

GEORGE L. BARBER
GEORGE L. BARBER, Chairman
Board of Supervisors
County of San Joaquin
State of California

ATTEST: JORETTA J. HAYDE
Clerk of the Board of Supervisors of the
County of San Joaquin, State of California

By: CINDY DUBRUTZ
Deputy Clerk



(C: SMOKING)

Your Employee Rights Under the Family and Medical Leave Act

What is FMLA leave?

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

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

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

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

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

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

Am I eligible to take FMLA leave?

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

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

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

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

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

How do I request FMLA leave?

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

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

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

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

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

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

What does my employer need to do?

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

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

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

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

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

Where can I find more information?

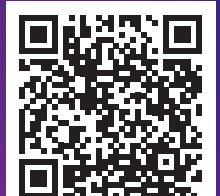
Call **1-866-487-9243** or visit **dol.gov/fmla** to learn more.

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



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

SCAN ME



FAMILY CARE & MEDICAL LEAVE & PREGNANCY DISABILITY LEAVE



Civil Rights
Department
STATE OF CALIFORNIA



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

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

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

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

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

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

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

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

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

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

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

Want to learn more?

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

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

TO FILE A COMPLAINT

Civil Rights Department

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

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

YOUR RIGHTS AND OBLIGATIONS AS A PREGNANT EMPLOYEE



Civil Rights
Department
STATE OF CALIFORNIA

IF YOU ARE PREGNANT, HAVE A PREGNANCY-RELATED MEDICAL CONDITION, OR ARE RECOVERING FROM CHILDBIRTH, PLEASE READ THIS NOTICE.

YOUR EMPLOYER* HAS AN OBLIGATION TO

- Reasonably accommodate your medical needs related to pregnancy, childbirth, or related conditions (such as temporarily modifying your work duties, providing you with a stool or chair, or allowing more frequent breaks);
- Transfer you to a less strenuous or hazardous position (if one is available) or duties if medically needed because of your pregnancy;
- Provide you with pregnancy disability leave (PDL) of up to four months (the working days you normally would work in one-third of a year or 17 1/3 weeks) and return you to your same job when you are no longer disabled by your pregnancy or, in certain instances, to a comparable job. Taking PDL, however, does not protect you from non-leave related employment actions, such as a layoff;
- Provide a reasonable amount of break time and use of a room or other location in close proximity to the employee's work area to express breast milk in private as set forth in the Labor Code; and
- Never discriminate, harass, or retaliate on the basis of pregnancy.

FOR PREGNANCY DISABILITY LEAVE

- PDL is not for an automatic period of time, but for the period of time that you are disabled by pregnancy, childbirth, or related medical condition. Your health care provider determines how much time you will need.
- Once your employer has been informed that you need to take PDL, your employer must guarantee in writing that you can return to work in your same or a comparable position if you request a written guarantee. Your employer may require you to submit written medical certification from your health care provider substantiating the need for your leave.
- PDL may include, but is not limited to, additional or more frequent breaks, time for prenatal or postnatal medical appointments, and doctor-ordered bed rest, and covers conditions such as severe morning sickness, gestational diabetes, pregnancy-induced hypertension, preeclampsia, recovery from childbirth or loss or end of pregnancy, and/or post-partum depression.
- PDL does not need to be taken all at once but can be taken on an as-needed basis as required by your health care provider, including intermittent leave or a reduced work schedule.
- Your leave will be paid or unpaid depending on your employer's policy for other medical leaves. You may also be eligible for state disability insurance or Paid Family Leave (PFL), administered by the California Employment Development Department.
- At your discretion, you can use any vacation or other paid time off during your PDL.
- Your employer may require or you may choose to use any available sick leave during your PDL.
- Your employer is required to continue your group health coverage during your PDL at the same level and under the same conditions that coverage would have been provided if you had continued in employment continuously for the duration of your leave.
- Taking PDL may impact certain of your benefits and your seniority date; please contact your employer for details.

NOTICE OBLIGATIONS AS AN EMPLOYEE

- Give your employer reasonable notice. To receive reasonable accommodation, obtain a transfer, or take PDL, you must give your employer sufficient notice for your employer to make appropriate plans. Sufficient notice means 30 days advance notice if the need for the reasonable accommodation, transfer, or PDL is foreseeable, or as soon as practicable if the need is an emergency or unforeseeable.
- Provide a written medical certification from your health care provider. Except in a medical emergency where there is no time to obtain it, your employer may require you to supply a written medical certification from your health care provider of the medical need for your reasonable accommodation, transfer or PDL. If the need is an emergency or unforeseeable, you must provide this certification within the time frame your employer requests, unless it is not practicable for you to do so under the circumstances despite your diligent, good faith efforts. Your employer must provide at least 15 calendar days for you to submit the certification. See if your employer has a copy of a medical certification form to give to your health care provider to complete.
- Please note that if you fail to give your employer reasonable advance notice or, if your employer requires it, written medical certification of your medical need, your employer may be justified in delaying your reasonable accommodation, transfer, or PDL.

ADDITIONAL LEAVE UNDER THE CALIFORNIA FAMILY RIGHTS ACT (CFRA)

Under the California Family Rights Act (CFRA), if you have more than 12 months of service with an employer, and have worked at least 1,250 hours in the 12-month period before the date you want to begin your leave, you may have a right to a family care or medical leave (CFRA leave). This leave may be up to 12 workweeks in a 12-month period for the birth, adoption, or foster care placement of your child**, or for your own serious health condition or that of your child, parent***, spouse, domestic partner, grandparent, grandchild, sibling, or someone else related by blood or in family-like relationship with the employee ("designated person"). Employers may pay their employees while taking CFRA leave, but employers are not required to do so, unless the employee is taking accrued paid time-off while on CFRA leave. Employees taking CFRA leave may be eligible for benefits administered by Employment Development Department.

TO FILE A COMPLAINT

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

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

For translations of this guidance, visit:
www.calcivilrights.ca.gov/posters/required

*PDL, CFRA leave, and anti-discrimination protections apply to employers of 5 or more employees; anti-harassment protections apply to employers of 1 or more.

** "Child" means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of an employee or the employee's domestic partner, or a person to whom the employee stands in loco parentis.

*** "Parent" includes a biological, foster, or adoptive parent, a parent-in-law, a stepparent, a legal guardian, or other person who stood in loco parentis to the employee when the employee was a child.

LEAVE FROM WORK AFTER A REPRODUCTIVE LOSS



Civil Rights
Department
STATE OF CALIFORNIA

FACT SHEET

The Fair Employment and Housing Act (FEHA), enforced by the Civil Rights Department (CRD), protects the right of most California employees to take up to five days of leave from work after a reproductive loss. This fact sheet discusses who is eligible to take reproductive loss leave, when they can take it, how much leave is available to them, and whether they can get paid while they are out. It also covers protections against retaliation related to reproductive loss leave and what an employee can do if their employer does not follow the law. For more information, see [Government Code section 12945.6](#).

DEFINITIONS

A reproductive loss event is any of the following:

- Miscarriage
- Stillbirth
- Failed adoption – for example, if a birth mother or legal guardian breaches or dissolves an adoption agreement, or if an adoption is not finalized for another reason
- Failed surrogacy – for example, if a surrogate breaches or dissolves a surrogacy agreement, or if an embryo transfer fails
- Unsuccessful assisted reproduction – for example, a failed intrauterine insemination or embryo transfer

ELIGIBILITY

- Employees who work for public employers of any size – or private employers with five or more employees – and have worked for the employer for at least 30 days before taking leave are eligible.
- An employee can take leave following their own reproductive loss event or that of another person – such as a spouse or

partner – if the employee would have been the parent of the child born or adopted.

- It is against the law for an employer to interfere with or deny an employee's right to take leave after a reproductive loss if they meet the above criteria.

TIMING AND DURATION OF LEAVE

The law requires employers to provide eligible employees with a minimum of five days of leave for a reproductive loss event. Employees can, but do not have to, take their leave days consecutively. This means they can choose to take all five days at once or break up the days over a longer period, as long as their leave is completed within three months of the reproductive loss event.

If an employer has an existing leave policy that applies to reproductive loss events, the employee must take reproductive loss leave according to that policy. An employer's policy may provide for more leave than the legally required minimum.

When a single reproductive loss event occurs over several days, the law treats it as one event.

If an employee experiences more than one reproductive loss event in a year, they are entitled to no more than 20 days of reproductive loss leave in that one-year period unless an individual employer's leave policy provides for more time.

Reproductive loss leave is separate from, and in addition to, other types of leave to which employees are entitled. Examples include, leave to care for one's own serious health condition or that of certain family members available under the California Family Rights Act ([CFRA](#)) and Family and Medical Leave Act (FMLA), or leave for disabilities related to [pregnancy or childbirth](#) available under FEHA. If an employee is on

REPRODUCTIVE LOSS LEAVE



Civil Rights
Department
STATE OF CALIFORNIA

FACT SHEET

another type of leave during the reproductive loss event, they can take reproductive loss leave within three months of finishing the other form of leave.

PAY DURING REPRODUCTIVE LOSS LEAVE

Some employers have paid leave policies that cover reproductive losses. Employers that do not have an applicable paid leave policy must let employees use any available vacation time, sick days, personal days, or PTO to cover their reproductive loss leave so they can get paid. Otherwise, reproductive loss leave may be unpaid.

RIGHT TO CONFIDENTIALITY

In general, employers are required to keep confidential any information an employee provides when exercising their right to reproductive loss leave. Employers are, however, allowed to disclose this information when required by law or to internal personnel or legal counsel when necessary. The law does not require an employee to submit documentation in support of their leave request.

UNLAWFUL RETALIATION

It is against the law for an employer to retaliate against an employee who exercises their right to reproductive loss leave. This means an employer cannot fire, demote, fine, suspend, discipline, or otherwise discriminate against someone for requesting or taking reproductive loss leave.

In addition, an employer cannot retaliate against an employee for testifying about their own – or someone else's – reproductive loss leave during a legal proceeding involving this right.

FILING A COMPLAINT

If an employee thinks their employer violated their right to reproductive loss leave, or retaliated against them in relation to this type of leave, they have three years to file a complaint with CRD. CRD will issue a right-to-sue so the employee can pursue their case in civil court. They cannot file an employment discrimination lawsuit in court without receiving a right-to-sue from CRD. CRD may also investigate the complaint.

If, after an investigation, CRD finds reasonable cause that the employer broke the law, it may require the parties to go to mediation in order to try reach a settlement and, if the complaint can't be settled, CRD may file a lawsuit on behalf of the employee. Possible remedies include:

- Forcing the employer to change its policies or practices
- Getting the worker hired or re-hired
- Requiring the employer to undergo training
- Damages (money) for emotional distress

An employee can file a complaint in one of three ways:

- Online by creating an account and using our interactive [California Civil Rights System \(CCRS\)](#)
- By mail using a printable [intake form](#)
- By calling our communication center at 800.884.1684 (Toll Free), 800.700.2320 (TTY), or California's Relay Service at 711

CRD can provide reasonable accommodations for people with disabilities during the complaint process.

For translations of this guidance, visit: calcivilrights.ca.gov/posters/employment

SURVIVORS OF VIOLENCE AND FAMILY MEMBERS OF VICTIMS RIGHT TO LEAVE AND ACCOMMODATIONS

NOTICE



Civil Rights
Department
STATE OF CALIFORNIA

Note: Employers must provide this information to workers when hired, annually, upon request, and to any worker who informs the employer that they are a victim of violence or the family member of a victim of violence. Victims of violence include victims of domestic violence, sexual assault, stalking, violent threats, acts involving the use or presence of a dangerous weapon, or any violence causing injury.

YOUR RIGHT TO TAKE TIME OFF

- You have the right to take time off work for jury service or to appear in court as a witness to comply with a subpoena or court order. All employees have this right, no matter the size of the employer.
- If you are a victim of violence, you have the right to take time off work to get relief (like a restraining order) to protect you or your child's health, safety, or welfare. All employees have this right, no matter the size of the employer.
- If you are a victim of violence or the family member of a victim of violence, and your employer has 25 or more workers, you have the right to take time off work for any of the following reasons:
 - To take part in safety planning or other actions to help keep you or your family member safe from future violence
 - To prepare for, participate in, or attend civil, administrative, or criminal legal proceedings, such as a court hearing, related to the violence
 - To seek, get, or provide childcare or care to a dependent adult if the care is necessary to keep the child or adult safe after an act of violence
 - To care for a family member recovering from injuries caused by violence
 - To get, or help a family member get, the following services relating to the violence: civil or criminal legal services; a restraining order or other relief; medical attention for injuries; services from a domestic violence shelter or program, rape crisis center, or victim services organization or agency; psychological counseling; mental health services; or housing, including relocating, securing temporary or permanent housing, and enrolling children in a new school or childcare
- If you are a victim of violence or the family member of a deceased victim of violence, you can take up to 12 weeks off work for any of these reasons. If you are the family member of a living victim of violence but are not yourself a victim, you may take up to 10 days off work for these reasons, with the exception of relocation, for which you can take up to five days.
- You may use available vacation, paid time off, personal leave, or paid sick leave to take time off for any of the reasons described in this notice.
- You must give your employer advance notice before taking time off, unless it is not possible. If you do not give advance notice, your employer cannot discipline you if you provide documentation to the employer within a reasonable time supporting the reason for your absence.

YOUR RIGHT TO CONFIDENTIALITY

- If you are a victim or the family member of a victim, your employer must keep information about your request for time off or reasonable accommodation confidential unless federal or state law requires disclosure, or disclosure is necessary to protect your safety at work. If your employer plans to disclose information about you or your circumstances, your employer must tell you in advance.

SURVIVORS OF VIOLENCE AND FAMILY MEMBERS OF VICTIMS RIGHT TO LEAVE AND ACCOMMODATIONS

NOTICE



Civil Rights
Department
STATE OF CALIFORNIA

YOUR RIGHT TO REASONABLE ACCOMMODATION FOR YOUR SAFETY

- If you or your family member is a victim of violence, you have the right to ask for a reasonable accommodation to make sure you are safe at work. Your employer must work with you to see what changes can be made.
- Your employer can ask you for a statement certifying that your request is related to being a victim or the family member of a victim.

YOUR RIGHT TO BE FREE FROM RETALIATION AND DISCRIMINATION

Your employer cannot discipline you, treat you differently, or fire you because:

- You are a survivor or the family member of a victim or survivor of domestic violence, sexual assault, stalking, violent threats, or violence causing injury.
- You asked for time off work to recover from or get help related to the violence.
- You asked for accommodations to make sure you are safe at work.

YOU MAY ALSO HAVE PROTECTIONS UNDER OTHER LAWS:

- **Wage Replacement:** You may be eligible for wage replacement if you are unable to work because of your health or because you need to care for a family member with a serious health condition. **State Disability Insurance (SDI)** provides short-term wage replacement when you are temporarily disabled from working. **Paid Family Leave (PFL)** provides short-term wage replacement so you can care for a seriously ill family member, among other reasons. Learn more or file a claim for wage replacement by contacting the Employment Development Department (EDD) online (<https://edd.ca.gov/>) or by phone at 800-480-3287 (for SDI) or 877-238-4373 (for PFL).

- **Family and medical leave:** Under the California Family Rights Act, you may have the right to take time off work for your own or a family member's serious health condition or because of the birth, adoption, or foster care placement of a child. Learn more about family and medical leave by visiting bit.ly/CRD-leave. You can file a complaint with CRD if you believe your rights have been violated.
- **Bereavement leave:** Bereavement leave allows eligible employees to take up to five days off work within three months of the family member's death. Leave does not need to be taken all at once. Learn more about bereavement leave protections by visiting bit.ly/CRD-Bereavement. You can file a complaint with CRD if you believe your rights have been violated.
- **Leave to attend court for certain crimes:** If you are a victim of certain crimes or the family member of a victim of certain crimes, you have the right to take time off work to attend related court proceedings under Labor Code sections 230.2 and 230.5. You can learn more information or file a complaint with the Labor Commissioner's Office within the Department of Industrial Relations by visiting bit.ly/DIR-Retaliation.

TO FILE A COMPLAINT

Contact the Civil Rights Department if you have questions about your rights or to file a complaint:

Civil Rights Department

Online at <http://ccrs.civilrights.ca.gov/s/>

By mail at 651 Bannon Street, Suite 200,
Sacramento, CA 95811

By calling 800-884-1684 (voice), 800-700-2320
(TTY), or California's Relay Service at 711



YOUR RIGHTS UNDER USERRA

THE UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services.

REEMPLOYMENT RIGHTS

You have the right to be reemployed in your civilian job if you leave that job to perform service in the uniformed service and:

- ☆ you ensure that your employer receives advance written or verbal notice of your service;
- ☆ you have five years or less of cumulative service in the uniformed services while with that particular employer;
- ☆ you return to work or apply for reemployment in a timely manner after conclusion of service; and
- ☆ you have not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job and benefits you would have attained if you had not been absent due to military service or, in some cases, a comparable job.

RIGHT TO BE FREE FROM DISCRIMINATION AND RETALIATION

If you:

- ☆ are a past or present member of the uniformed service;
- ☆ have applied for membership in the uniformed service; or
- ☆ are obligated to serve in the uniformed service;

then an employer may not deny you:

- ☆ initial employment;
- ☆ reemployment;
- ☆ retention in employment;
- ☆ promotion; or
- ☆ any benefit of employment

because of this status.

In addition, an employer may not retaliate against anyone assisting in the enforcement of USERRA rights, including testifying or making a statement in connection with a proceeding under USERRA, even if that person has no service connection.

HEALTH INSURANCE PROTECTION

- ☆ If you leave your job to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military.
- ☆ Even if you don't elect to continue coverage during your military service, you have the right to be reinstated in your employer's health plan when you are reemployed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

ENFORCEMENT

- ☆ The U.S. Department of Labor, Veterans Employment and Training Service (VETS) is authorized to investigate and resolve complaints of USERRA violations.
- ☆ For assistance in filing a complaint, or for any other information on USERRA, contact VETS at 1-866-4-USA-DOL or visit its website at <https://www.dol.gov/agencies/vets/>. An interactive online USERRA Advisor can be viewed at <https://webapps.dol.gov/elaws/vets/userra>
- ☆ If you file a complaint with VETS and VETS is unable to resolve it, you may request that your case be referred to the Department of Justice or the Office of Special Counsel, as applicable, for representation.
- ☆ You may also bypass the VETS process and bring a civil action against an employer for violations of USERRA.

The rights listed here may vary depending on the circumstances. The text of this notice was prepared by VETS, and may be viewed on the internet at this address: <https://www.dol.gov/agencies/vets/programs/userra/poster> Federal law requires employers to notify employees of their rights under USERRA, and employers may meet this requirement by displaying the text of this notice where they customarily place notices for employees.



U.S. Department of Labor
1-866-487-2365



U.S. Department of Justice



Office of Special Counsel



1-800-336-4590

Publication Date — May 2022

San Joaquin County



Information Security Handbook

August 31, 2009

**This Handbook Describes What You
Need To Know
To Be An Active Participant In**

**THE
SAN JOAQUIN COUNTY
INFORMATION SECURITY PROGRAM**

- Discover How To Make A Difference -

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Forward

San Joaquin County handles sensitive and confidential information daily. As employees of San Joaquin County, we have been entrusted with County information. With this trust comes the responsibility and obligation to ensure that information is used only for its intended business purpose. The information we use every day must be protected. Whether we work with paper records, a computer, or spend most of our day on the phone.

Anyone given the privilege of using San Joaquin County's computing and information resources is expected to act in a responsible manner by complying with all policies, relevant laws, and contractual agreements related to computers, networks, software, and computer information. To assist in understanding the policies and expectations of the County, this document has been developed. This document highlights existing County Information Security policies.

Ensure that you are aware of all your responsibilities. Read the **Information Security Program** and **Information Security Policies** on the County Intranet at <http://sjchome>.

When using County computing and information resources, a good general rule to follow is:

If it isn't County business, don't go there.

INFORMATION SECURITY IS OUR RESPONSIBILITY

Information Security Goals

Information is a valuable asset that needs to be protected from loss, unauthorized changes, and unauthorized disclosure.

The goal of Information Security is to ensure the confidentiality, integrity, and availability of information through safeguards.

“Confidentiality” – Assurance that information will not be disclosed to unauthorized individuals or processes. Disclosures can be from personal conversations, email, printed documents, unprotected data or other sources. Information must be classified properly and appropriate safeguards put in place.

“Integrity” – Assurance that information has not been altered or destroyed in an unauthorized manner. Information with integrity can be trusted and relied upon.

“Availability” – Assurance that systems and information are accessible and useable by those who need them.

Information appears in many forms.

Here are some examples:

CONVERSATION
TELEPHONE
PAPER REPORTS
LETTERS

FAX
DISKETTES
EMAIL
MEMOS

MICROFILM
CD'S
SCHEDULES CALENDARS
COMPUTER DISPLAYS

AND

“THE INTERNET”

What are the Threats?

Every day, the County is faced with threats that can often result in stolen or altered information. Unauthorized people could maliciously delete, or browse information, whether or not it is confidential or sensitive. At risk is the integrity of critical files and systems. The impact can have a devastating effect on the County. These threats take many forms.

Examples of Threats:

- Viruses
- Worms
- Hoaxes
- Wireless Attacks
- Identity Theft
- Hackers
- Phishing
- Social Engineering Attacks
- Instant Messaging
- Physical Security Flaws
- Spam
- Spyware

Impact of Malicious Actions

The impact of malicious actions can be devastating.

- Personal information loss can result in identity theft
- Employees could face disciplinary actions
- Corrupted information could cost time and money to recreate
- The County's reputation and credibility could be damaged from bad publicity from media coverage and news reports
- There could be a loss of trust by employees and the public
- Giving out private information could cause costly legal actions to be brought against the County
- Management could make a bad decision based upon incorrect information

More than ever, it is important to be AWARE of what can be done to help minimize these risks.

Policies and Controls

Policies are needed to ensure that each person is accountable for his or her actions. Controls built from County policy protect the honest user from unfair suspicion. Without accountability, all are equally suspect when something bad happens.

Problems with information are usually caused by honest errors or omissions. Controls help prevent errors, identify those who need help, and limit the damage their mistakes cause.

Lack of policies and controls results in ineffective security.

Policy and controls example:

Internet access provides a good example of why policies and controls are needed. The Internet constantly challenges us with security risks such as viruses and hackers, but the County needs to access the Internet for day-to-day tasks. Even if all Internet security risks were eliminated, there are still issues with the vast content of information that is not business related. If access to the Internet content is not controlled, staff could accidentally enter a web site that contains pornography or gambling. This could easily offend the computer operator or anyone that can see what is being displayed on the screen. If the computer is in a public area, children could be exposed to adult content. To address these concerns, a countywide web filtering policy and software standard were established. All County access to the Internet must be done through the standard web filtering system. This provides department heads with the ability to control Internet access to those sites that support business requirements.

The *Information Security Program* and *Information Security Policies* can be found on the County Intranet at <http://sjchome>.

Public and Private Information

Even though we are a local government agency, we have a responsibility to protect the privacy of our citizens and employees, and to ensure that government continues to serve our community without costly interruptions or loss of data.

Some of the information that we are entrusted with is not necessarily public information. Examples of private information would be credit information, social security numbers of employees or customers and most law enforcement information.

There are federal laws that protect a person's right to privacy and prohibit unauthorized computer access and violation of copyright, patents, and trade secrets. Violation of these laws can result in litigations.

Legal Responsibilities

The County is legally obliged to protect information furnished by employees or customers and is accountable for correct and appropriate use. Inaccurate information can lead to legal issues.

The laws such as the 1987 Computer Security Act, the Health Insurance Portability and Accountability Act (HIPAA), and the Sarbanes–Oxley Act (2002) were brought in to safeguard privacy and regulate information dissemination.

California laws, such as “California Penal Code 502” affords protection to individuals, businesses, and governmental agencies from tampering, interference, damage, and unauthorized access to lawfully created computers, computer systems, and computer data.

Handling Contacts With People

Social Engineering

“Social Engineering” is a term indicating the method in which people are manipulated, rather than machines, to gather information to bypass or breach the security systems of an enterprise. It is probably the greatest security risk that we face in protecting our information from theft and misuse, even greater than direct hacking of our systems.

How do you guard against Social Engineering?

- Don't allow yourself to be pressured or hurried by someone.
- Follow security procedures and don't take short-cuts.
- Ask for photo identification (two if possible) of visitors and then verify it.
- Escort visitors at all times while in your work areas (even telephone technicians).
- When required in your work areas, issue appropriate guest name tags and document or log guest activities per your area's security policy.
- Don't volunteer unnecessary or unrelated information.
- Don't respond to e-mails or phone calls asking you to "update information for their records" (this includes software, computer or telephone systems that we use at the County).
- When asked to complete a survey or questionnaire, ask your supervisor whether this is acceptable.
- Do not provide lists of employees or telephone numbers without proper authority.

Always notify your supervisor if someone seems suspicious or out of place.

Disposing of Information Properly

What Do I Do with Paper or Computer Media That is No Longer Needed?

Check with your manager or supervisor about the approved method for disposing of documents or any kind of information.

Some of the methods that may be used are:

- Confidential documents should be shredded. Your department may ask you to place documents in a special collection area for disposal. Ask your manager or supervisor what procedure to follow.
- When disposing of old media such as floppy diskettes, tapes and hard drives, erase all information with one of the County's certified degaussers. Use County certified software to erase hard drives that will be reused.
- When disposing of CD's, cut or break them in half before putting them in the trash.

Protecting Information in the Work Area

We become careless about the information in our work area because we have authorized access to it. It's Important to prevent access by:

- Locking sensitive documents in a cabinet or drawer
- Clearing our desk of sensitive papers at the end of the day
- Keeping keys under control (don't loan them to anyone)
- Establishing a need to know before discussing work with others
- Labeling sensitive documents appropriately
- Challenging unfamiliar / unauthorized visitors

Protecting Your Computer:

- Make sure that anyone you see using a computer in your area is authorized to do so.
- When sensitive information is on the screen, be sure no one else can see it.
- Protect your password.
- Make sure a password protected screen saver has been installed.
- Unattended or inactive computers should be 'locked' or logged off within a time no longer than 15 minutes.

Who Really Owns the Computer that I Use?

Your equipment is owned by the County. It is your responsibility to protect the equipment and software from misuse. Be mindful that loading un-authorized software, toolbars, music players and other utilities may cause your computer to slow down or stop working altogether.

Personal/Private owned Equipment

Can I use my personally owned computer at the County?

You cannot connect any personally or privately owned computer, cell phone or other portable media device directly to any portion of the County's network.

This includes but is not limited to personal computers, PDAs, Blackberrys, Cell phones, Smart phones, USB drives, etc.

With department head approval, personally/private owned computers, cell phones or other portable media devices may be indirectly connected to the County network. Indirect connection may be through approved VPN or OWA access points only. Any connection must comply with County Information Security Policy and must be properly licensed for those systems being accessed.

Passwords

Why Should I Protect My Password?

Your password gives you access to County computer systems and it is your responsibility to protect it.

To protect your password:

- Change your password at least every 90 days.
- Change your password immediately if it becomes known to others.
- Choose "hard to guess" passwords.
- Log off after each use. Never leave an active session unattended. You are responsible for any activity on that computer.

How Do I Choose A New Password?

The whole idea of a password is to keep someone else from accessing your computer. The password you choose should be easy to remember and hard to guess.

Passwords To Avoid:

- Your name, nickname, initials
- Your children's names or nicknames
- Your user ID code
- Dates, especially those that appear on your driver's license or on a calendar you carry in your wallet or purse
- The license number of your car(s)
- Consecutive keys on a keyboard, e. g. QWERTY or FGHJKL
- Any part of your Social Security Number
- Words that appear in a dictionary.

Passwords (continued)

Here Are Some Suggestions for Choosing a Good Password:

- Combine letters and numbers such as the name and birth date of a relative or friend, e. g. LISA1055
- Take the first or last letter from each word of a phrase, e. g. EDESOEFT (wE hold theSE truthS tO bE self evident) and add a number to the end "EDESOEFT1".
- Remove all vowels from a common word or words, e. g. TPSCRT (ToP SeCReT)
- Make it as long as possible
- Use a non-English word

What Are Pass-Phrases?

A pass-phrase is like a password only longer, easier to remember and harder to guess. A simple pass-phrase might be the words of your favorite song or a line from a movie. Note that spaces and special characters are allowed and included in a pass-phrase. Here are some examples of simple pass-phrases:

"Can't Touch This!" (17 character pass-phrase)

"What we've got here is failure to communicate" (45 character pass-phrase)

A stronger pass-phrase example would be to use the same words but substitute some of the characters with special characters (a-z, A-Z, 0-9, !@#\$%^&*()) which dramatically increases the time needed to crack a password e.g. "C@n't-T0uch-Th|s!"

Just a reminder, DON'T use any passwords provided above. A lot of people will be reading this handbook.

DON'T SHARE YOUR PASSWORD WITH ANYONE!

Protecting County Equipment

Away From the Office

Personal computers may be stolen or damaged when they are removed from the office. The same rules apply to County equipment when using it at work or away from the office.

When removing equipment from the office, be sure to:

- Get written approval from your manager or supervisor.
- Use extra care in handling the equipment. It is very fragile.
- Use extra care to protect the equipment from loss or theft.
- Always keep it in sight when traveling.
- Lock up equipment when not in use
- Do not leave equipment in hotel rooms – check computer equipment with hotel front desk if possible
- Don't leave equipment in vehicles

Software

What Are the Rules?

Installing software, including the downloading of any software from the Internet, can only be done with the approval of your department.

This includes freeware, upgrades to existing software, shareware, demonstration software and trial/evaluation software.

No one can bring computer equipment and / or software to the County without permission from management.

Can I Make a Copy of County Owned Software to Use On My Home Computer?

When in doubt, don't copy!

Here are some guidelines for copying software:

- Some agreements between the County and software vendors may allow copying of software if the use is business related.
- Obtain your managers/supervisor's written approval before copying any software.
- Although the County may have purchased the software, what we really buy with these packages is a license to use the software on one machine.
- Unauthorized copying of software is a violation of U. S. Copyright Law. It is critical that you check the terms of the license to make sure you are not violating the agreement with the vendor.
- Misuse of software could expose you to lawsuits by the software vendor.
- If you are borrowing the original software, use great care to protect it from damage.

Wireless Devices

Can I Connect Wireless Devices to the Network?

You must have permission to connect any wireless device to a County network. Deployment of ANY wireless device or access point without permission is not allowed and is subject to disciplinary action.

Backing Up Information

“YES” you Should Backup Information.

Data and other forms of important information should be backed up. Back up information is needed when something happens to the original copy.

Remember the purpose of an extra copy is to replace the main copy if something happens to it.

Information should be backed up if:

- It would take considerable time and money to recreate it
- You could not recreate it because the original source is gone

Being prepared is part of disaster recovery.

- You may need to send an extra copy off site as a protection against an office disaster.
- Test your back-up copy to ensure it will actually restore the information.

Viruses, Trojans and Malware

How Can I Protect My Computer from Viruses?

- Make sure that you have current antivirus installed on your computer.
- Never disable the anti-virus software.
- Do not click on unknown Web links found in e-mail messages or links found on unfamiliar Web sites.
- Do not open attachments unless you are expecting information from someone. If you receive an unexpected attachment, call to verify that it is legitimate before you open it.
- Don't share diskettes, CDs or files that have not been scanned for viruses.

E-mail Hoaxes

E-mail hoaxes are seemingly credible warnings, reports or stories that sound very believable and truthful, but are un-verifiable and most often a lie. Do not forward this type of email to other staff.

Spyware

Spyware is a type of malware that is installed on computers and collects information about users without their knowledge. Sometimes, key logger spyware is installed to secretly monitor other users.

Avoiding downloads of freeware or shareware will decrease the possibility of spyware being installed on your computer.

Remember the general rule:

If it isn't County business, don't go there.

Information Security Incidents

A security incident, threat, or breach is a situation where the safety of a physical environment or its contents is endangered.

Identifying a potential security breach requires you to be aware of your surroundings, knowing what is normal and what is out of the ordinary.

Combining vigilance, common sense, and knowledge of your organizational policies should enable you to recognize possible security incidents.

Information security problems or suspected problems should be reported immediately to your supervisor.

Examples:

- Compromise of integrity (virus infects a program)
- Discovery of serious system vulnerability
- Denial of service (attacker disables a system)
- Misuse (intruder or insider makes unauthorized use of an account)
- Damage (virus destroys data)
- Intrusions (intruder penetrates system security)

If you suspect a crime is being committed, make sure that the appropriate law enforcement agency (e.g., Police) is notified. This includes email threats against personal life or safety.

The Most Valuable Asset

IT SEEMS LIKE THE COUNTY IS REALLY SERIOUS ABOUT INFORMATION

BUT, AREN'T PEOPLE IMPORTANT, TOO?

Employees are the County's most valuable asset. The security and safety of all employees is important. Familiarize yourself with County safety programs and emergency procedures.

Knowing what to do in an emergency could protect
The most valuable asset — **YOU!**

As you can see, there are a lot of things which you can do to protect information in all its forms. The suggestions in this booklet are for you to use every day to make County information and assets secure.

Any Questions?

If you are unsure about what to do:

Review the County Information Security Policies. A link to these documents is on the front page of the County Intranet web site at: <http://sjchome>

If you cannot find the answer there, ask your *supervisor*,
Departmental Information Security Representative or
County Information Security Officer at 209-468-8426.

WHAT IS THE KEY TO INFORMATION SECURITY?



**All of us are the key to information security.
Remember to BE AWARE!**

- All computer information created using County computer resources is the property of the County
- Using a modem to connect to an external source can jeopardize the security of County information
- All access to the Internet made via County computers can be monitored by the County
- All Internet, Intranet, and electronic mail messages created, sent or retrieved over the County's network ***are not private***. All such messages can be monitored and audited for content
- Transmitting, retrieving or storing any communication of a discriminatory or harassing nature is prohibited by County Policy
- Transmitting, retrieving or storing any communication or image that is abusive, profane or offensive is prohibited by County Policy

VEHICLES

County-owned automobiles shall be used only to conduct County business. No County employee shall use, or permit the use of, any County-owned automobile for any purpose other than County business.

If you have any questions regarding the material in this document, please contact your supervisor / manager.

The following sections of the Administrative Manual were referenced in the development of this document:

Data Processing Services (1500)

Telephone System (3300)

Vehicle Usage – County and Private (3700)

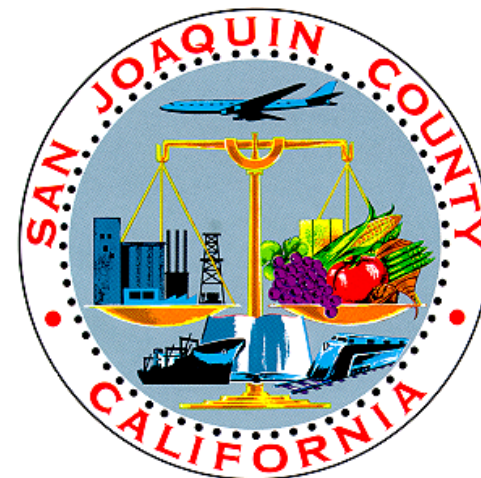
The Administrative Manual and Information Security policies can be referenced on the County Intranet at <http://sjchome>.



This document was produced by Information Systems Division on behalf of the County Administrator.

SAN JOAQUIN COUNTY

Appropriate Use of County Resources



July 2004

It is the intent of San Joaquin County to provide its employees with tools that assist in the delivery of goods and services to the people of the County. It is the responsibility of each County employee to use these tools in an appropriate manner. To assist County employees in understanding the policies and expectations of the County, this document has been developed. This document highlights existing County policy regarding appropriate use of County resources. For greater detail, please refer to the Administrative Manual (Sections 1500, 3300 and 3700) available in each County office. Information Security policies can be referenced via a link on the County Intranet at <http://sjchome>

First and foremost, all resources provided by the County must be used only for County business. Employees shall not use, or permit to be used, any County resource for a purpose other than that necessary for County business. Each employee has an obligation to use the tools provided in a manner that is consistent with the public trust. Equipment must be used in a manner that does not jeopardize security, confidentiality, or place the County in a litigious position. Use of the equipment must not violate any law regarding privacy, public record or copyright.

An overview of the most common County resources and associated policy follows:

COMMUNICATION DEVICES

The County provides its employees with a wide variety of communication tools. These tools are provided for the sole purpose of conducting County business. Employees should be careful not to disclose confidential or proprietary County information. It is essential that these tools not be used to transmit, receive or store any communication that is discriminatory, or harassing in nature, or

that could be perceived as obscene. Communication tools provided by the County include:

TELEPHONES

Telephones are provided for the purpose of completing County business. Employees will be required to reimburse the County for unauthorized calls that result in a cost to the County.

FACSIMILE MACHINES

All communications sent or received via FAX machines must be for County business only.

VOICE MAIL

The greetings that a caller hears form their first impressions of the employee and the County. Key points to remember:

- Make sure the greeting is business-like and courteous
- Give callers instructions on how to reach a live person
- Update your voice message when you are out of the office for an extended period of time

COMPUTERS / COMPUTER TECHNOLOGY

The purpose of the County's computer technology system is to share information and improve the way service is provided to the public and its employees. As this technology provides connectivity, the actions of one person can impact the integrity and security of a network used by many. Any employee given the privilege of using San Joaquin County's computing and information resources is expected to act in a responsible manner by

complying with all policies, relevant laws, and contractual agreements related to computers, networks, software and computer information. As the County's use of the Wide Area Network (WAN) and the Intranet expands, more County employees will be using computer technology to share information, making a secure environment very important. In the future, the County Intranet will be a site where staff, with proper access rights, can obtain a wide variety of information, such as employee and benefits information.

Key issues to remember when using County computer equipment:

- The equipment is provided for the purpose of facilitating County business
- All software must be installed and used in accordance with the associated copyright provisions
- Anti-virus software must be installed and running on all computers
- Do not leave your computer on and unattended – especially in areas providing public access
- Change your password at least every 90 days

RISK MANAGEMENT FREQUENTLY ASKED QUESTION'S

1. How do I file a workers compensation claim?

- Notify your supervisor immediately of your injury/illness. Your supervisor will provide you with a "Request for Medical Treatment" to give to the doctor of your choice.
- A claim form, "Employee's Claim for Workers' Compensation Benefits", will also be provided to you. Complete the employee section of the claim form and return the form to your supervisor. The pink copy should be retained for your records.
- Your employer will forward the claim form to the Claims Administrator for processing.
- Questions concerning workers' compensation should be directed to the Risk Management Division at 468-3378.

2. How long will it take to process a workers' compensation claim?

The Workers' Compensation Administrator is required to send you a letter to advise you that your claim has been received. The Workers' Compensation Administrator has 90 days to accept, delay, or deny a claim. The Workers' Compensation Administrator will notify you of the status of your claim. If you need to contact the Workers' Compensation Administrator, call Risk Management for the telephone number.

3. How often will I be paid?

Workers' compensation benefits are paid at the direction of the Workers' Compensation Administrator. Payments are made on the same schedule as County payroll.

4. How do I report an unsafe work/health hazard?

Report all imminent safety and health hazards to your immediate supervisor.

There are two forms available to report unsafe work conditions.

1. Safety Condition Report, which is available in Human Resources, or Risk Management.
2. Employee Health & Safety Concern, which is available from Labor Relations or your Union Shop Steward.

Either form may be used to report safety hazards.

5. How do I get prescription safety glasses?

Prescription safety glasses are addressed in various bargaining units' Memoranda of Understanding. If your classification is eligible for prescription safety glasses, contact Risk Management at 468-3373.

6. How do I sign up for Defensive Driving or First-Aid CPR class?

Contact your Departmental Training Coordinator.

7. How do I get an ergonomic evaluation/work station analysis?

Submit your request for an ergonomic evaluation to your supervisor. Your supervisor will contact Risk Management for the ergonomic evaluation.

8. I have been directed to go for drug testing. Where do I go?

The County currently contracts with Dameron Hospital, 420 W. Acacia, 2nd Floor., Ste 19, Stockton, California 95202.

9. How do I file a claim against the County?

A claim form, "Claim for Damage or Injury", is available at County Risk Management or Clerk of the Board of Supervisor's. Claims must be filed with the Clerk of the Board within six-months of the date of occurrence.

10. You denied my claim against the county, what is the next step?

If you received a denial of claim, a Notice of Rejection will follow. After you have received the Notice of Rejection of Claim, you have the right to file a court action against the County. If your claim is less than \$5,000, you can file an action in Small Claims Court.

If your claim exceeds \$5,000, you may wish to file an action in Superior Court.

11. What is a Notice of Rejection of Claim?

A Notice of Rejection of claim is automatically issued to every claimant as a matter of law, 45 days after a claim is filed. After the Notice of Rejection is issued, the claimant has the prerogative to file an action against the County if the claim was not handled to the claimant's satisfaction.

12. What is the difference between a denial and a rejection of claim against the County?

A Denial of Claim is given when the adjuster feels there is no validity to a claim or when the County has defense immunities, as provided by the law.

A Notice of Rejection is automatically issued to every claimant as a matter of law, 45 days after a claim is filed.

13. What if a dispute arises between a claimant and the claims adjuster?

You may wish to discuss your dispute with Risk Management.

14. The County denied my claim, what do you think I should do?

Contact Risk Management at 468-3274.

15. How do I get a Certificate of Insurance?

All requests for Certificates of Insurance should be made through Purchasing. Contact Purchasing And Support Svcs at 468-3240.



SAFETY CONDITION REPORT

TO: _____ **DATE Submitted:** _____
Immediate Supervisor/Dept. Head

LOCATION & DESCRIPTION OF CONDITION AND/OR PROCEDURE:

(If applicable, provide your solution to the problem (if this is a report to the Department Head, please submit prior correspondence with immediate supervisor):

CONDITION DISCUSSED WITH: _____, **DEPT. SUPV.**

Submitted by (Optional): _____ **Dept.:** _____
Print Name Signature **Ee Contact #:** _____

☐ **All employees (except SEIU represented employees)**

Employee shall report any health and safety concerns first to their immediate supervisor. If not satisfied with the decision, please reference your respective Memorandum of Understanding (MOU) and follow procedural steps outlined.

☐ **SEIU represented employees**

Employees shall report any health and safety concerns first to their immediate supervisor. The supervisor shall have up to five business days, depending on the immediacy of the issue, to respond in writing to the employee. If the employee is not satisfied with the supervisor's response, they may appeal the matter in writing to the Department Head or his/her designee, within five business days. The Department head or his/her designee shall respond in writing within ten business days, depending on the immediacy of the issue. If not satisfied with the response, the employee may appeal, in writing, the issue to the County Safety Committee (submit this to County Human Resources/Risk Management or SEIU, Local 1021).

Action taken by department, : (if no action taken please indicate why it is not necessary or appropriate):

CONDITION CORRECTED: _____
DEPARTMENT SUPERVISOR /HEAD DATE

SIGNED _____

**SAN JOAQUIN COUNTY
HARASSMENT-FREE WORK ENVIRONMENT POLICY**

#2576

A. PURPOSE

San Joaquin County values each employee and strives to provide a nurturing environment where there is mutual respect and support. To foster such an environment, the County is committed to maintaining an environment that is free from harassment because of an employee's age, ancestry, color, creed, marital status, medical condition (cancer or genetic characteristics), national origin, physical or mental disability, political affiliation or belief, pregnancy, race, religion, sex or sexual orientation.

B. DEFINITIONS

San Joaquin County defines harassment as behavior that intimidates, threatens, degrades, torments, or places demands upon another, based upon one or more of the protected categories listed above, to the extent that the conduct unreasonably interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment.

Examples of harassment include, but are not limited to:

- Verbal conduct, such as ethnic or racial slurs, epithets, derogatory or insulting comments, taunting, heckling, unwanted sexual advances or comments, racial or sexual jokes;
- Physical conduct, such as impeding or blocking movement, gestures, unwelcome touching;
- Visual conduct, such as derogatory or sexually oriented posters, photographs, letter or other writings, emails, cartoons or drawings;
- Treating in a disparate manner; or
- Retaliating for reporting harassment.

Sexual harassment is a form of sex discrimination that is prohibited under Federal and State law. In general sexual harassment is defined as any unwanted sexual advance, request for sexual favors, and unwelcome verbal or physical conduct of a sexual nature.

The actions above will be considered sexual harassment when:

- 1) Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment; or
- 2) Submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting that individual; or
- 3) Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

C. REPORTING HARASSMENT COMPLAINTS

An employee who believes he/she has been a victim of harassment is encouraged to immediately report the complaint to the appropriate supervisor, manager, Department Equal Employment Opportunity (EEO) Coordinator, department head, or to the County EEO Office. A violation of this policy will receive prompt and appropriate action.

Complaints of harassment from employees shall be processed in accordance with Civil Service Rule 20. Complaints from non-employees shall be handled by the appropriate department official. Corrective action up to, and including termination shall be taken against any individual in violation of this policy.

D. RESPONSIBILITY

Each employee of the County should be aware that the County is opposed to all forms of illegal harassment, including sexual harassment, and that such behavior is prohibited both by law and by County policy.

It is an employee's right to raise the issue of harassment, and managers and supervisors shall ensure that employees in their areas of responsibility are informed of their rights to a harassment-free work environment, and of the appropriate steps to take if they believe that these rights have been violated. Any member of County management and supervisory personnel who receives a report involving potential harassment is responsible for recording adequate information for conducting an inquiry, and making immediate contact with the appropriate Department EEO Coordinator or County EEO Office.

This policy shall be posted within the County departments and made available to employees. Information about the process for filing employment discrimination complaints under Civil Service Rule 20 can be obtained by contacting the appropriate Department EEO Coordinator, County EEO Office at (209) 468-3374, or through the EEO Web site at <http://www.sjgov.org/eoo/>.

E. RETALIATION

It is a violation of this policy to retaliate or engage in any form of reprisal because a person has raised a concern, filed a complaint of, or been a witness to harassment. Acts of retaliation are subject to appropriate corrective action, up to and including termination. However, if the County determines that an individual intentionally provided false information regarding a complaint, corrective action up to, and including termination may be taken against the person who gave the false information.

F. TRAINING

The County of San Joaquin has implemented mandatory training to all employees on organizational policies and procedures that prohibit discrimination, including sexual harassment and cultural diversity training.

SAN JOAQUIN COUNTY EQUAL EMPLOYMENT OPPORTUNITY POLICY

#2575

A. PURPOSE

The County of San Joaquin maintains and promotes a policy of equal employment opportunity and is committed to maintaining a work environment that is free from discrimination. The County of San Joaquin, its managers, employees, agents, and volunteers will not discriminate against any employee, contractor, subcontractor, vendor, or client because of age, ancestry, color, creed, marital status, medical condition (cancer or genetic characteristics), national origin, physical or mental disability, political affiliation or belief, pregnancy, race, religion, sex or sexual orientation.

This policy shall apply to all employment actions including, but not limited to: recruitment, testing, hiring, training opportunities, promotion, demotion, transfer, layoff, discipline, termination, salary and benefits, and participation or appointment to all County boards and commissions. All employment decisions shall be made on the basis of individual qualifications, bona fide occupational qualifications for the job in question, and the feasibility of any necessary job accommodations.

The employment goal of San Joaquin County is to develop an employee population that is representative of the general population of San Joaquin County. To this end, San Joaquin County will encourage members of protected groups, including ethnic minorities, females, and persons with disabilities, to apply for employment. The County will take positive measures toward eliminating artificial barriers to employment and achieving equal opportunity through its continued implementation and coordination of the County's Equal Employment Opportunity (EEO) Plan, and through its review and evaluation of hiring and promotional policies and procedures.

B. REPORTING DISCRIMINATION COMPLAINTS

An employee, job applicant, contractor, vendor, or client who believes he/she has been discriminated against, as defined in Section A above, is encouraged to immediately report the complaint to the appropriate supervisor, manager, Department EEO Coordinator, department head, or to the County EEO Office. A violation of this policy will receive prompt and appropriate action.

Complaints of discrimination from employees and job applicants shall be processed in accordance with Civil Service Rule 20. Complaints from non-employees shall be handled by the appropriate department official. Corrective action up to, and including termination shall be taken against any individual in violation of this policy.

C. RESPONSIBILITY

County department heads, managers, and supervisory personnel are responsible for implementing this policy within their areas of responsibility. Any member of County management and supervisory personnel who receive a report involving potential discrimination is responsible for recording adequate information for conducting an inquiry, and making immediate contact with the appropriate Department EEO Coordinator or County EEO Office.

This policy shall be posted within the County departments and made available to employees. Information about the process for filing employment discrimination complaints under Civil Service Rule 20 can be obtained by contacting the appropriate Department EEO Coordinator, County EEO Office at (209) 468-3374, or through the EEO Web site at <http://www.sjgov.org/eo/>.

D. RETALIATION

It is a violation of this policy to retaliate or engage in any form of reprisal because a person has raised a concern, filed a complaint of, or been a witness to discrimination. Acts of retaliation are subject to appropriate corrective action, up to and including termination. However, if the County determines that an individual intentionally provided false information regarding a complaint, corrective action up to, and including termination may be taken against the person who gave the false information.

E. TRAINING

The County of San Joaquin has implemented mandatory training to all employees on organizational policies and procedures that prohibit discrimination, including sexual harassment and cultural diversity training.

RULE 20. DISCRIMINATION PROHIBITED

Section 1. General Provisions

No employee of the County or any job applicant seeking employment with the County shall be discriminated against in any aspect of employment because of age, ancestry, color, creed, gender, gender expression, gender identity, genetic information, marital status, medical condition (cancer or genetic characteristics), national origin, physical or mental disability, political affiliation or belief, pregnancy, race, religion, sex, or sexual orientation.

Section 2. Discrimination Complaints

These procedures are intended to provide a method for resolution of complaints alleging discrimination on one or more of the basis cited in Section 1 of this Rule. Complaints that are not based on the types of prohibited discrimination cited in Section 1 shall not be processed under this Rule.

Section 3. Informal Complaint Process

The intent of the informal complaint process is to provide for early intervention and resolution of discrimination complaints in an informal manner or through a mediation process at the departmental level.

Prior to the filing of a formal complaint, an employee alleging discrimination in violation of this Rule shall report the discrimination to the Department EEO Coordinator (Coordinator). Complaints must be reported within sixty (60) days of the date the alleged discrimination occurred. A job applicant alleging discrimination under this Rule shall report the discrimination to the County Equal Employment Opportunity Office (EEO Office) within sixty (60) days of the date the alleged discrimination occurred.

The Coordinator will meet with the person making the complaint within ten (10) days of receipt of the report in order to:

- (a) Understand the nature of the complaint;
- (b) Undertake efforts to informally resolve the complaint;
- (c) Identify the Complainant's requested remedy; and
- (d) Give the Complainant a copy of Civil Service Rule 20.

The Coordinator shall notify the EEO Office of the complaint within five (5) days of the initial meeting with the Complainant.

The Coordinator will make reasonable efforts to resolve the complaint if the complaint appears to have merit. When mutually agreed to by both the Complainant and the Appointing Authority of the affected department, the Coordinator may seek the assistance of a mediator

RULE 20, Section 3 (continued)

available through the San Joaquin County Mediation Center to help resolve the complaint. The Coordinator shall provide written notice to the Appointing Authority indicating whether the complaint was resolved or the specific actions recommended by the Coordinator and/or Complainant to resolve the complaint. Within ten (10) days of the receipt of the written notice, the Appointing Authority will make the departmental decision regarding any actions requested by the Coordinator and/or Complainant that are within the Appointing Authority's authority.

Within three (3) days of receipt of the Appointing Authority's departmental decision, the Coordinator shall provide written notice to the Complainant and Respondent of the results of the informal complaint process. The written notice to the Complainant shall also inform the Complainant of his or her right to file a formal written complaint if he or she is not satisfied with the results of the informal process. The Coordinator shall also notify the EEO Office in writing within three (3) days of the conclusion of the informal complaint process of the results and provide all documentation received during the course of the informal complaint process.

Unless otherwise agreed to by the Complainant and the Coordinator to extend the timeframe, the informal complaint process shall be concluded within thirty (30) days of the Coordinator's initial meeting with the Complainant.

In the case of a complaint from a job applicant, the EEO Office shall process the complaint in the manner set forth in Section 4.

Section 4. Formal Complaint Process

If a discrimination complaint is not resolved through the informal complaint process, or if the Complainant is not satisfied with the results of the informal complaint process, the Complainant may file a formal written complaint with the EEO Office within fifteen (15) days of notice of the results of the informal complaint process.

A formal complaint of discrimination shall be in writing and should be filed on the County's Discrimination Complaint form. The Complainant shall describe in detail the alleged discrimination and the action the Complainant requests to resolve the matter. The complaint must be signed and dated and shall contain at least the name(s) of the individual(s) involved, the approximate date(s) of the event(s) at issue, the names of any witnesses to the alleged discrimination, the Complainant's requested remedy, and a description of the action(s) constituting the alleged discrimination.

An investigation will be initiated if the complaint meets the following requirements:

- The complainant alleges discrimination prohibited under Section 1 of this Rule and provides enough detailed information to determine the events constituting the discrimination.
- The complaint is filed within fifteen (15) days of the conclusion of the informal complaint process as set forth in Section 3 of this Rule.

RULE 20, Section 4 (continued)

Defective complaints shall be returned within five (5) days of receipt by the EEO Office with an explanation of why an investigation was not initiated under this Rule. If a complaint is returned because of lack of detail, the Complainant will be advised that he or she may submit an amended complaint within ten (10) days of receipt providing enough detail to determine the events constituting the discrimination.

Within fifteen (15) days of receipt of a complaint filed in accordance with this Rule, the EEO Office or designee will meet with the Complainant to review the complaint and shall notify the Respondent and Appointing Authority that a written complaint has been received and a formal investigation has begun. The investigation will be conducted in a confidential manner. If the circumstances of the situation call for such action, the Investigator will consult with the Appointing Authority regarding reasonable steps that should be taken to protect the Complainant from discrimination or retaliation during the course of the investigation.

Within sixty (60) days from the date of the initial meeting with the Complainant, or unless there is mutual agreement between the Complainant and the EEO Office to extend the timeframe of the investigation, the Investigator shall complete the investigation and shall provide a written summary of the investigation to the Complainant and Respondent. The summary will indicate whether the alleged violation of this Rule is substantiated or is unsubstantiated.

The EEO Office shall submit a post-investigation report to the Appointing Authority within the 60-day timeframe stated above. The report shall indicate whether the alleged violation of this Rule is substantiated or is unsubstantiated. If the complaint is substantiated, the EEO Office may include in the report advisory recommendations to the Appointing Authority that are designed to deter further violation of this Rule. The EEO Office will also recommend remedial or restorative action(s) that are in conformity with these Civil Service Rules, the County's Memoranda of Understanding, work rules, policies and practices.

Within ten (10) days of receipt of a post-investigation report substantiating a violation of this Rule, the Appointing Authority shall respond in writing to the EEO Office and indicate as follows:

1. Whether the Appointing Authority agrees or disagrees with the conclusion of the Investigator that the violation of this Rule has been substantiated. If the Appointing Authority disagrees with the conclusion that this Rule has been violated, he or she shall include an explanation of the reason(s) for disagreement.
2. In addition, as to each advisory recommendation, the Appointing Authority shall report one of the following actions:
 - a) That the recommendation has been implemented, with a summary of the implemented action.

RULE 20, Section 4 (continued)

- b) That the recommendation has not yet been implemented, but will be implemented in the future, with a timeframe for implementation.
- c) That the recommendation will not be implemented, with an explanation therefore, but that alternative action(s) will be taken which is designed to deter further violations of the Rule, and is in conformity with these Civil Service Rules, the County's Memoranda of Understanding, work rules, policies and practices.
- d) That the recommendation will not be implemented, with an explanation therefore.

Within five (5) days of receipt of the Appointing Authority's response, the EEO Office shall provide written notice of the Appointing Authority's decision to the Complainant and shall inform the Complainant of his or her right to file an appeal before the Civil Service Commission.

Section 5. Appeal Hearing Process

If, at the conclusion of the formal complaint process set forth in Section 4 above, the EEO Office concludes (1) that the allegation of discrimination under this Rule has not been substantiated, or (2) concludes that a violation has been substantiated; however, the Appointing Authority disagrees with that conclusion and indicates that he or she will not take any or all remedial or restorative action, a Complainant shall have the right to submit a written request for an appeal before the Civil Service Commission (Commission) within fifteen (15) days of receipt of the written notification from the EEO Office of the Appointing Authority's decision.

The written appeal request shall be filed on the Commission's Request for Appeal form and shall contain the facts and circumstances of the alleged discrimination and the remedy requested by the Complainant.

The Commission may hold a hearing on the appeal. The Complainant shall be notified of the date and time of the hearing or of the Commission's decision not to hear the appeal.

The Complainant may appear personally, produce evidence, and have counsel and a public hearing. The hearing shall be informal and the Commission shall not be bound by any of the rules of evidence governing trial procedure in State Courts; provided, however, that insofar as determined practicable by the Commission, the hearing shall be conducted in accordance with the provisions of Section 11513 of the Government Code, except that the Complainant may be examined and may examine and cause any person to be examined under Section 776 of the Evidence Code. Within thirty (30) days following the completion of the hearing, the Commission shall issue a written decision that the alleged act(s) did or did not constitute discrimination prohibited under this Rule and shall provide written notice to the Complainant, Respondent, Appointing Authority, and EEO Office of its decision.

If the decision of the Commission is that the alleged act(s) constitute discrimination under this Rule, the Commission shall issue an order requiring the person who has committed the

RULE 20, Section 5 (continued)

discrimination to cease and desist from such action in the future. Failure to cease and desist may constitute grounds for disciplinary action under Civil Service Rule 18. The Commission may also order appropriate remedial or restorative action(s) that is in conformity with these Rules, the County's Memoranda of Understanding, work rules, policies and practices. The Appointing Authority shall have ten (10) days from the receipt of the Commission's decision to implement said appropriate remedial or restorative action(s). The Appointing Authority shall notify the EEO Office, the Complainant and Respondent within three (3) days of the implementation of the action taken as outlined in the Commission's order.

Section 6. Retaliation Prohibited

Retaliation against an employee or job applicant for reporting an allegation of discrimination under this Rule, or against an employee for their support of such an employee or job applicant, is prohibited. However, intentionally making a false report or complaint under this Rule, or intentionally giving false statements or testimony in support thereof, may constitute grounds for disciplinary action under Rule 18 of these Civil Service Rules.

Section 7. Definitions

1. **Appeal:** A request by a Complainant made in writing to the Civil Service Commission to review the administrative determination regarding a complaint of discrimination.
2. **Complainant:** An individual who believe that he or she has been victim of discrimination.
3. **Days:** Calendar days, unless otherwise specified.
4. **Respondent:** An individual against whom a claim of discrimination is made.

Take Charge!

You Are Empowered

Proactive Steps to Address Inappropriate Work Place Conduct and Behavior

(E.g., Harassment or Sexual Harassment)

- If comfortable, confront (in a business-like and firm manner) the offending party and clearly communicate that the offending party's communication, conduct, behavior, or action is inappropriate and must *immediately stop*.
 - Sometimes the party exhibiting inappropriate or offensive behavior *may not realize* that you find the conduct or behavior unacceptable.

therefore:

- Using notes, *cite specific dates and examples* of the inappropriate or offensive communication, conduct, behavior, or action and such conduct or behavior must immediately stop.
- Immediately report the inappropriate conduct behavior to at least one of the following:
 - Supervisor
 - Manager
 - Department Head
 - Department Equal Employment Opportunity Coordinator
 - Any member of management

Provide specifics:

- What happened?
- Who did it?
- When did it happen?
- Where did it happen?
- What did you do?
- Who saw this happen?
- Provide evidence (e.g., documents, pictures, witnesses, etc.)

Remember Incidents that may occur in the work place are generally resolvable if appropriately and promptly addressed. Appropriate and prompt intervention and reporting often results in resolution. Appropriate and prompt intervention and reporting also helps to minimize the possibility of an incident becoming greater in proportion and more of a concern.

What Are The Consequences Of Retaliation?

Retaliation against an employee or job applicant for reporting an allegation of sexual harassment or for participating in the Civil Service Rule 20 process, even if he/she is just a witness, is prohibited and corrective action up to, and including termination, shall be taken against any individual in violation of the County's policies.

Is There An External Complaint Process?

An employee may report the conduct to an external governmental agency, such as the California Department of Fair Employment and Housing (DFEH) (800) 884-1684, or the Equal Employment Opportunity Commission (EEOC) (800) 669-4000, at any time before, during or after use of the Civil Service Rule 20 process.

The following information can be obtained through the County EEO Office Web site at: <http://www.sjgov.org/eoo/>, or by contacting the County EEO Office at (209) 468-3374:

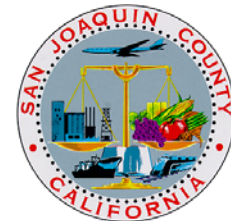
- County Harassment-Free Work Environment Policy
- County Equal Employment Opportunity (EEO) Policy
- County Civil Service Rule 20
- County Discrimination Complaint Form
- Civil Service Commission Request For Appeal Form
- Listing of County Department EEO Coordinators



San Joaquin County
Equal Employment Opportunity Office
44 North San Joaquin Street, Suite 330
Stockton, CA 95202
(209) 468-3374

12-20-11

SAN JOAQUIN COUNTY



SEXUAL HARASSMENT IN THE WORKPLACE

What Is Sexual Harassment?

Sexual harassment is a form of sex discrimination that is prohibited under Title VII of the Civil Rights Act of 1964, California Fair Employment and Housing Act, and San Joaquin County Equal Employment Opportunity (EEO) Policies. In general, any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

Federal and state laws prohibit two generally recognized forms of sexual harassment: **quid pro quo and hostile environment**.

"Quid pro quo" is a Latin phrase meaning, "this for that." Typically it occurs when a person in a position of power pressures another person to meet his or her sexual demands in exchange for receiving a term or condition of employment, such as a promotion, transfer, or the job itself.

"Hostile environment" sexual harassment entails unwelcome sexual conduct that unreasonably interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment. One episode of such behavior, although offensive, would not likely constitute unlawful sexual harassment; however, when the behavior occurs so frequently that it is pervasive, a hostile environment may exist.

Examples of sexual harassment include, but are not limited to:

- Verbal conduct such as sexual advances or propositions, vulgar or obscene language, epithets, derogatory or insulting comments, taunting, heckling, unwanted sexual comments or sexual jokes, graphic verbal

comments about an individual's body, sexually degrading words used to describe an individual;

- Physical conduct such as impeding or blocking movement, unwelcome touching of a sexual nature;
- Visual conduct such as leering, making sexual gestures, displaying of sexually suggestive objects or pictures, derogatory or sexually oriented posters, photographs, letter or other writings, emails, cartoons or drawings.

What Are The Responsibilities Of Employees And The County?

An employee who believes he/she has been a victim of sexual harassment is strongly encouraged to immediately report the conduct to the appropriate supervisor, manager, Department EEO Coordinator, Department Head, or to the County EEO Office.

It is an employee's right to raise the issue of sexual harassment. Managers and supervisors shall ensure that employees in their areas of responsibility are informed of their rights to a harassment-free work environment, and of the appropriate steps to take if they believe that these rights have been violated. Any member of County management or supervisory personnel who receive a report involving potential sexual harassment is responsible for recording adequate information for conducting an inquiry, and making immediate contact with the appropriate Department EEO Coordinator or County EEO Office. Complaints of sexual harassment from employees shall be processed in accordance with Civil Service Rule 20.

What Is The County's Internal Complaint Process?

The County's internal process for resolving and investigating complaints of sexual harassment is outlined in Civil Service Rule 20. Civil Service Rule 20 is a 3-step process: Informal Complaint, Formal Complaint, and Appeal Hearing Process.

In order to file a complaint of sexual harassment, an employee must report the conduct to the appropriate Department EEO Coordinator within 60 days of the occurrence. Job applicants report complaints directly to the County EEO Office within 60 days of the occurrence. The Department EEO Coordinator who receives a complaint of sexual harassment will undertake efforts to informally resolve the complaint.

If a sexual harassment complaint is not resolved through the informal complaint process, or if the Complainant is not satisfied with the results of the informal complaint process, the Complainant may proceed to **Step 2** by filing a formal written complaint with the County EEO Office within 15 days of notice of the results of the informal complaint process. A formal complaint shall be in writing and should be filed on the County's Discrimination Complaint Form. This form is available through a Department EEO Coordinator or from the County EEO Office.

Under certain conditions, if a sexual harassment complaint is not resolved through the formal complaint process, the Complainant may proceed to **Step 3**, by filing a request for an appeal with the Civil Service Commission who may hold a hearing on the appeal.

What Does The County Do To Prevent Sexual Harassment?

It is important that all employees are made aware of what sexual harassment is, and the implications of engaging in such behavior. This is done through mandatory attendance at a County-sponsored sexual harassment workshop and by becoming familiar with the County's Harassment-Free Work Environment Policy and Civil Service Rule 20.

Retirement Plan Summary

An Overview of Your SJCERA Benefits



SJCERA Membership

The San Joaquin County Employees' Retirement Association (SJCERA) provides retirement, disability, and death benefits to employees of SJCERA-participating employers. You become a SJCERA member upon appointment to a full-time, permanent position. Employees who are first hired at age 60 or older may opt out of membership.

You are a Tier 2 member if you first entered membership in a California Public Retirement System on or after January 1, 2013. You are a Tier 1 member if you entered membership in a California Public Retirement System before that date.

SJCERA-Participating Employers

- County of San Joaquin
- Lathrop-Manteca Fire District
- Mountain House Community Services District
- San Joaquin County (SJC) Law Library
- SJC Historical Society and Museum
- SJC Mosquito and Vector Control District
- SJC Superior Court
- Tracy Public Cemetery
- Waterloo-Morada Fire District

Benefit Summary

As a member, both you and your employer contribute to your SJCERA retirement. Your SJCERA retirement is a defined benefit plan ("pension"), that provides a lifetime retirement benefit based on your age at retirement, years of service credit and compensation ("Final Average Compensation" or FAC).

Age at Retirement

Your age at retirement is represented by an age factor—a percentage—that varies with age. Your age factor is based on the age you are on the first day you are retired (to the nearest completed quarter year).

Service Credit

Service credit measures the time earned as a SJCERA member and is one of the three factors used to determine your retirement benefit. Typically, the more years of service credit you have, the greater your monthly retirement benefit will be. When you are working in a full-time permanent position, you earn service credit and pay contributions on your "normal working hours." You do not earn service credit or pay contributions for overtime hours.

Final Average Compensation

When you retire, SJCERA uses your highest final average compensation (FAC) to calculate your retirement benefit. For Tier 2 members, SJCERA calculates your FAC based on the highest three years (78 consecutive pay periods) of eligible earnings; for Tier 1 members, SJCERA uses your highest one year (26 consecutive pay periods) of eligible earnings. For most members, the FAC is represented by their last year(s) of service because most members earn their highest rate at the end of their career.

Estimate Your Benefit Online

San Joaquin County Employees' Retirement Association	
Tier:	Tier 2
Membership Type:	General
Paying into Social Security?:	<input type="checkbox"/>
Age at Retirement:	Years: 67 Months: 0
Total Years of Service:	Years: 30 Months: 0
Final Average Monthly Salary:	6000
Calculate My Allowance	
Estimated Monthly Retirement Allowance:	\$4,500.00

To estimate your retirement benefit at different ages, visit www.sjcera.org and use the online Retirement Benefit Calculator.

Use SJCERA's online calculator to estimate your benefit. In the example shown, the member plans to work 30 years, until age 67 (their full Social Security age) and estimates their average monthly compensation will be \$6,000. At 67, the Tier 2 age factor is 2.5% or 0.025.

$$\frac{2.5\%}{\text{Age Factor}} \times \frac{30}{\text{Service Credit Yrs.}} \times \frac{\$6,000}{\text{Monthly FAC}} = \frac{\$4,500}{\text{Monthly Benefit}}$$

Additionally, the annual cost-of-living adjustment (COLA) may increase your benefit by up to 3 percent each year.

Compensation and Benefit Limits

The law limits the amount of compensation that can be used to calculate your benefit and the maximum benefit you can receive. You will not pay SJCERA contributions on compensation in excess of the compensation limit. The limits change annually. Visit the Active Members/Defined Benefit Plan page on www.sjcera.org for more information. The 2023 limits are listed for reference.

2023 Compensation Limit: Tier 2 with Social Security: \$146,042; Tier 2 without Social Security \$175,250; Tier 1: \$330,000

2023 Benefit Limit: \$265,000

Retirement Plan Summary

An Overview of Your SJCERA Benefits

Reciprocity

If you previously worked in a position covered by another California Retirement System, and you are a member of SJCERA, you may be eligible for reciprocity. Reciprocity allows you to move from one public employer to another within six months and retain valuable rights and benefits. When you retire, your SJCERA retirement benefit will be based on your highest FAC earned in any linked reciprocal retirement system. If your reciprocal service was before January 1, 2013, you will become a Tier 1 member.

Service Credit Purchase

You may be able to increase your SJCERA retirement benefit by purchasing service credit. There are five types of service purchase available: Medical Leave of Absence; Previous San Joaquin County Service; Redeposit of withdrawn SJCERA contributions; Interruptive Military Service; and Prior Public Agency Service (which includes military service prior to your SJCERA membership). Read the [Service Credit Purchase](#) fact sheet on www.sjcera.org to learn more.

Disability Benefits

If you have a substantial illness or injury that permanently prevents you from performing the normal and usual duties of your job, you, or your employer, may apply for a disability retirement. There are two types of disability retirement benefits: service-connected (the incapacity is the result of your employment) and nonservice-connected (your incapacity is not related to your employment). Read the [Disability Retirement](#) and [Disability Retirement Process](#) fact sheets to learn more.

Termination

When you terminate employment with your SJCERA-covered employer, you have three options:

- **Retire.** You may retire (begin receiving your monthly SJCERA benefit) if you meet the retirement eligibility requirements of your membership type and tier. Submit a completed [Retirement Application Request](#) form to start the process.
- **Defer Your Retirement.** You may leave your contributions on deposit with SJCERA and retire at a later date. If you are not yet eligible to retire, deferring retirement allows you to apply for retirement once you meet the retirement eligibility requirements of your membership type and tier.
- **Refund Your Contributions.** You may receive a one-time lump-sum refund of your member contributions and any interest that has accrued. The contributions your employer made and any associated interest, stay with SJCERA; they cannot be refunded. If you refund your contributions, your SJCERA membership is canceled, you forfeit your rights to any future SJCERA benefits, and you lose any previously-established reciprocity between SJCERA and other California public retirement systems.

This fact sheet is intended to provide you with information as simply and accurately as possible. The law governing applications for disability retirement allowance is complex. If a conflict arises between the applicable law and any statement in this fact sheet, the law will govern.

To request this material in an alternative format, call (209) 468-2163, or TTY 711.

Retirement Eligibility

You must meet the age and service requirements of your membership type (General or Safety) and Tier to be eligible to retire.

General Members	
Tier 2	<ul style="list-style-type: none">• Age 52+ with 5+ years of service credit• Age 70+ with any service credit
Tier 1	<ul style="list-style-type: none">• Age 50+ with 5+ years of service credit and 10+ years of membership• Any age with 30+ years of service credit• Age 70+ with any service credit

Safety Members	
Tier 2	<ul style="list-style-type: none">• Age 50+ with 5+ years of service credit• Age 70+ with any service credit
Tier 1	<ul style="list-style-type: none">• Age 50+ with 5+ years of service credit and 10+ years of membership• Any age with 20+ years of service credit• Age 70+ with any service credit

Maximum Retirement Benefit Formulas

	General	Safety
Tier 2	2.5% at age 67	2.7% at age 57
Tier 1	2.61% at age 62	3% at age 50

2025 San Joaquin County Pay and Holiday Schedule

January						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						


September						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

PP	Start	End	Pay Date
1	12/16/2024	12/29/2024	01/03/2025
2	12/30/2024	01/12/2025	01/17/2025
3	01/13/2025	01/26/2025	01/31/2025
4	01/27/2025	02/09/2025	02/14/2025
5	02/10/2025	02/23/2025	02/28/2025
6	02/24/2025	03/09/2025	03/14/2025
7	03/10/2025	03/23/2025	03/28/2025
8	03/24/2025	04/06/2025	04/11/2025
9	04/07/2025	04/20/2025	04/25/2025
10	04/21/2025	05/04/2025	05/09/2025
11	05/05/2025	05/18/2025	05/23/2025
12	05/19/2025	06/01/2025	06/06/2025
13	06/02/2025	06/15/2025	06/20/2025
14	06/16/2025	06/29/2025	07/03/2025
15	06/30/2025	07/13/2025	07/18/2025
16	07/14/2025	07/27/2025	08/01/2025
17	07/28/2025	08/10/2025	08/22/2025
18	08/11/2025	08/24/2025	09/05/2025
19	08/25/2025	09/07/2025	09/19/2025
20	09/08/2025	09/21/2025	10/03/2025
21	09/22/2025	10/05/2025	10/17/2025
22	10/06/2025	10/19/2025	10/31/2025
23	10/20/2025	11/02/2025	11/14/2025
24	11/03/2025	11/16/2025	11/26/2025
25	11/17/2025	11/30/2025	12/12/2025
26	12/01/2025	12/14/2025	12/26/2025
1	12/15/2025	12/28/2025	01/09/2026

 Pay Period Start Date

 Paydays

 Holidays

*See MOU section 3.4.1.1 for eligibility

 Floating Holidays

** Floating Holidays = eligible for either Cesar Chavez Day or Admission Day, not both as per MOU section 3.4.3

Date of Holiday	Description
Jan 1	New Year's Day
Jan 20	Martin Luther King's Birthday
Feb 12	Lincoln's Birthday
Feb 17	Washington's Birthday
Mar 31	Cesar Chavez Day**
May 26	Memorial Day
Jul 4	Independence Day
Sep 1	Labor Day
Sep 9	Admission Day**
Oct 13	Columbus Day
Nov 11	Veterans Day
Nov 27 & 28	Thanksgiving & Day After
Dec 25 & Jan 1	Christmas Day & New Year's

SAN JOAQUIN
—COUNTY—

Greatness grows here.

**Human Resources
Division**



Notice to Employees



Your employer is registered with and reporting wages to the Employment Development Department (EDD) as required by law. Wages are used for the following benefit programs, which are available to you.

Unemployment Insurance

Funded entirely by employer's taxes

Provides partial wage replacement when you are unemployed or your hours are reduced due to no fault of your own. You must meet all eligibility requirements to receive unemployment benefits.

Visit [File for Unemployment](http://edd.ca.gov/unemployment) (edd.ca.gov/unemployment) to learn how to apply for benefits.

Disability Insurance

Funded entirely by employees' contributions

Provides partial wage replacement when you are unable to work because of a non-work-related illness, injury, pregnancy, or disability. You must meet all eligibility requirements to receive disability benefits.

Visit [Disability Insurance](http://edd.ca.gov/Disability/Disability_Insurance.htm) (edd.ca.gov/Disability/Disability_Insurance.htm) to learn how to apply for benefits.

Paid Family Leave

Funded entirely by employees' contributions

Provides partial wage replacement when you need to take time off work to:

- Care for a seriously ill family member.
- Bond with a new child.
- Participate in a qualifying event because of a family member's military deployment to a foreign country.

Visit [California Paid Family Leave](http://edd.ca.gov/PaidFamilyLeave) (edd.ca.gov/PaidFamilyLeave) to learn how to apply for benefits.

Note: Some employees may be exempt from coverage by the above insurance programs. It is illegal to make a false statement or to withhold facts to claim benefits. For additional information, visit the [EDD](http://edd.ca.gov) (edd.ca.gov).

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling 1-866-490-8879 (voice). TTY users, please call the California Relay Service at 711.

Notice to Employees



Your employer is registered with and reporting wages to the Employment Development Department (EDD) as required by law. Wages are used for the following benefit programs, which are available to you.

Disability Insurance

You may be eligible for partial wage-replacement benefits through Disability Insurance (DI) when you are unable to work due to a non-work-related illness, injury, pregnancy, or disability.

Your employer must provide the *Disability Insurance Provisions* (DE 2515) brochure to each newly hired employee to describe benefits and eligibility requirements. You must meet all eligibility requirements to receive disability benefits.

- Request claim forms from your licensed health professional, employer, or from any California State Disability Insurance (SDI) Claims Management office. You can also order claim forms online by visiting [EDD Forms and Publications](https://forms.edd.ca.gov/forms) (forms.edd.ca.gov/forms).
- File your *Claim for Disability Insurance (DI) Benefits* (DE 2501) within 49 days of the first day of your disability to avoid losing benefits.
- If you have disability coverage under your employer's voluntary plan, get disability claim forms from your employer or the designated third-party administrator.
- Visit [Disability Insurance](https://edd.ca.gov/Disability/Disability_Insurance.htm) (edd.ca.gov/Disability/Disability_Insurance.htm) to learn how to apply for benefits.

Paid Family Leave

You may be eligible for partial wage-replacement benefits through Paid Family Leave (PFL) when you stop working or reduce your work hours to:

- Care for a family member who is seriously ill.
- Bond with a new child.
- Take part in a qualifying event resulting from a family member's military deployment to a foreign country.

Your employer must provide a copy of the *California Paid Family Leave* (DE 2511) brochure to each newly hired employee to describe benefits and eligibility requirements. You must meet all eligibility requirements to receive family leave benefits.

- Request claim forms from your licensed health professional, employer, from any California SDI Claims Management office. You can also order claim forms online by visiting [EDD Forms and Publications](https://forms.edd.ca.gov/Forms) (forms.edd.ca.gov/Forms).
- File your *Claim for Paid Family Leave (PFL) Benefits* (DE 2501F) within 41 days of the first day of your family leave to avoid losing benefits.
- If you have PFL coverage under your employer's voluntary plan, get PFL forms from your employer or designated third-party administrator.

For more information about DI and PFL, visit [State Disability Insurance](https://edd.ca.gov/Disability) (edd.ca.gov/Disability).

DI: Call 1-800-480-3287. TTY (for deaf or hearing-impaired individuals only) 1-800-563-2441.

PFL: Call 1-877-238-4373. TTY (for deaf or hearing-impaired individuals only) 1-800-445-1312.

State Government employees should call 1-866-352-7675 for DI and 1-877-945-4747 for PFL.

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A young woman with dark hair in a ponytail, wearing a red and white striped shirt, is sitting on a couch. Her right arm is in a white cast and is raised in the foreground, partially obscuring the view. She is looking down at a tablet computer in her left hand. In the background, there are several green indoor plants and a wooden shelf.

Disability Insurance Provisions





What is disability?

Disability is an illness or injury, either physical or mental, which prevents you from doing your regular work. Disability includes elective surgery, pregnancy, childbirth, or related medical conditions.

What is Disability Insurance (DI)?

Disability Insurance is a part of the State Disability Insurance (SDI) program, designed to help replace your income when you can't work as a result of a non-work-related disability. SDI contributions are paid by California workers covered by the SDI program.

What types of DI Plans exist?

- **State Plan:** This plan is covered in this brochure.
- **Voluntary Plan (VP):** A private plan, which may be used instead of the State Plan. Voluntary Plans are offered through your employer. If you are covered by a VP, this brochure may not apply to you. Ask your employer for more information about your VP.
- **Elective Coverage (EC):** Employers and the self-employed, including general partners, may elect coverage under SDI. The major differences between EC plans and State Plans are benefits are calculated differently (the cost of participating, which is set annually, can be obtained from your local EDD Employment Tax Customer Service Office) and there are different requirements for eligibility.

How do I apply for State Plan benefits?

1. You can use [SDI Online](http://edd.ca.gov/disability) (edd.ca.gov/disability) to securely file for benefits or request a paper claim form online.
 - By phone: 1-800-480-3287.
 - By mail: EDD, Disability Insurance, PO Box 989777, West Sacramento, CA 95798-9777.
 - California state government employees covered by SDI should call 1-866-352-7675.
2. After you fully complete Part A, have your physician or practitioner complete Part B - Physician/Practitioner's Certificate online or use the paper claim form. If filing online, your physician or practitioner will need your receipt number to complete Part B. Usually a claim cannot begin more than seven days before you were examined by or under the care of a physician or practitioner. Certification may be made by a:
 - Licensed medical or osteopathic physician and surgeon.
 - Nurse practitioner.
 - Physician assistant.
 - Chiropractor.
 - Dentist.
 - Podiatrist.
 - Optometrist.
 - Designated psychologist.
 - Authorized medical officer of a United States governmental facility.
3. File online or submit your paper claim form within 49 days from the date your disability begins. If your claim is late, you may lose benefits unless you also file an explanation of the delay and your explanation is accepted as reasonable.

How are my benefits sent to me?

- You will receive your benefits by the payment method you choose when filing a claim.
- Most completed claims are processed within 14 days.
- The first seven days of your DI claim are a non-payable waiting period. If a claim is filed for the same or related cause or condition within 60 days of the initial claim, it will be added on as a continuation of the claim and there will be no additional waiting period.
- Benefits are paid as quickly as possible after all information is received and you are approved (allow 10 days for processing). Also note that usually benefit periods are for two weeks at a time. If you are eligible for more benefits, you will be sent the additional forms to be filled out. If your benefits end mid-week, that week will be paid at the daily rate.



How are my benefits calculated?

Your benefit amounts are based on your paychecks during a specific 12-month period, which counts back from the date your claim begins.

Only pay that contributed to SDI can be used in calculating your benefits. To qualify, you must have earned at least \$300 during your base period. The month your claim begins determines which four, uninterrupted quarters will be used.

We've now made it easier to estimate your benefit amount. Visit [Disability Insurance and Paid Family Leave Calculator](https://edd.ca.gov/en/disability/PFL_Calculator/) (edd.ca.gov/en/disability/PFL_Calculator/) for more information.

Are there exceptions?

If your claim is denied but you were unemployed and seeking work for 60 or more days in any quarter of your base period, you may be able to use wages earned to either validate your claim or increase your benefit amount, if during your base period you:

- Were in the military service.
- Received workers' compensation benefits.
- Did not work because of a labor dispute.

If your situation fits any of the above, include a letter and supporting documentation with your claim form.

What does and doesn't affect my ongoing benefits?

Your DI benefits may be affected if your employer continues to pay you during your DI claim. DI benefits plus wages cannot exceed your regular weekly income. DI benefits are not affected by vacation pay you may receive.

Is there a maximum amount to my benefits?

The maximum amount is 52 times the weekly rate of your benefits, but not more than your total base period payment when you were employed. Exception: For employers and self-employed individuals who elect SDI coverage, the maximum benefit amount is 39 times the weekly rate.

Please keep in mind that benefits are payable only for a limited period to a resident in an alcoholic recovery home or drug-free residential facility that is both licensed and certified by the state in which the facility is located. However, disabilities related to acute or chronic alcoholism or drug abuse, being medically treated, do not have this limitation.



What are my benefits during pregnancy?

As with any medical condition, your disability period begins the first day you are unable to do your regular work. DI benefits are based on the period of time your physician or practitioner certifies you are unable to do your regular work and supporting documentation with your claim form.



When am I not eligible for benefits?

- If you are receiving Unemployment Insurance (UI) or PFL benefits.
- If you are not working or looking for work at the time your disability begins.
- If you are in custody due to conviction of a crime.
- If your full wages are paid.
- If you are receiving workers' compensation at a weekly rate equal to or greater than the DI rate. If workers' compensation benefits are paid at a lower rate than your DI rate, you may be paid the difference.
- For the amount of time a claim is late (without good cause).
- If you make a false statement or fail to report a material fact. (A 30 percent penalty may be added if benefits are overpaid because you willfully withheld a material fact or made a false statement.)
- If you fail to attend an independent medical examination when requested. (Fees for such examinations are paid by the EDD.)

The California Unemployment Insurance Code provides for penalties consisting of fines, imprisonment, and loss of benefit rights for fraud against the SDI program.



What are my rights?

- **You can** know the reason and basis for any decision that affects your benefits.
- **You can** appeal any decision about your eligibility for benefits. Appeals must be sent to the DI office in writing.
- **You can** request an appeal hearing before an Administrative Law Judge (ALJ). You may further appeal the ALJ's decision to the California Unemployment Insurance Appeals Board and the courts.
- **Your privacy** – all claim information will be kept confidential except for the purposes allowed by law.

What are my responsibilities?

- Complete your claim and other forms correctly and truthfully.
- Submit your claim and other forms according to time limits on forms. If your claim is submitted late and you believe you have a good reason for being late, you should include a written explanation of the reasons with the form.
- Contact DI if you do not understand a question or how to answer it.
- Include your name and claim identification number on letters to DI.

Contact DI.

By phone at:

- English 1-800-480-3287
- Spanish 1-866-658-8846
- By U.S. mail addressed to: PO Box 13140, Sacramento, CA 95813-3140. If you do not have a current claim, you may write to any DI office. Note: Do not mail claim forms to this PO Box.
- By TTY (for TTY users only) at 1-800-563-2441.
- In person by visiting any of the DI offices listed under “DI Office Locations.”

If your disability is permanent or is expected to continue for a year or more, contact the US Social Security Administration ([ssa.gov](https://www.ssa.gov)) or by phone at 1-800-772-1213 (TTY 1-800-325-0778).

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling 1-866-490-8879 (voice). TTY users, please call the California Relay Service at 711.





About Paid Family Leave

Paid Family Leave program was created for those moments that matter. Benefits are available to care for a seriously ill family member, to bond with a new child, or to participate in a qualifying military event.

Facts About Paid Family Leave

- Provides up to eight weeks of partial-wage-replacement benefits. Leave doesn't have to be taken all at once.
- Provides approximately 70 to 90 percent of your weekly salary.
- Funded through your State Disability Insurance tax withholding, noted as "CASDI" on paystubs, or a qualifying voluntary plan paid into in the past 5 to 18 months.
- To bond with a new child, leave can be taken anytime within the first 12 months of a child entering your family.
- Citizenship and immigration status do not affect eligibility.

What if My Claim Is Denied?

If your claim is denied, you have the right to:

- Know the reason for denial.
- Appeal decisions about your eligibility for benefits. Visit [Appeals](https://edd.ca.gov/en/Disability/Appeals) (edd.ca.gov/en/Disability/Appeals) for information.

All claim information is confidential except for purposes allowed by law.



Paid Family Leave

Be there for the moments that matter.

English	1-877-238-4373
Spanish	1-877-379-3819
Cantonese	1-866-692-5595
Vietnamese	1-866-692-5596
Armenian	1-866-627-1567
Punjabi	1-866-627-1568
Tagalog	1-866-627-1569
TTY	1-800-445-1312

Visit a [Paid Family Leave or State Disability Insurance Office](https://edd.ca.gov/en/Disability/Contact_SDI) (edd.ca.gov/en/Disability/Contact_SDI) near you to obtain claim forms, receive information, or speak to a representative.

For more information, visit:
edd.ca.gov/PaidFamilyLeave

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling 1-866-490-8879 (voice). TTY users, please call the California Relay Service at 711.



PAID FAMILY LEAVE



Helping
Californians
be present for
the moments
that matter.





Do I Qualify for Paid Family Leave?

To qualify for Paid Family Leave benefits, you must:

- Take time off from work to care for a seriously ill family member, to bond with a new child or to participate in a qualifying military event.
- Be covered by State Disability Insurance or a voluntary plan in lieu of State Disability Insurance.
- Have earned at least \$300 in the past 5 to 18 months.
- Submit your claim no later than 41 days after you begin your family leave. Do not file before your first day of leave.

How Are Benefit Amounts Calculated?

Benefits are 70 to 90 percent of your highest quarterly earnings 5 to 18 months before your claim begins.

Estimate your benefits at [Disability Insurance and Paid Family Leave Calculator](http://edd.ca.gov/PFL_Calculator) (edd.ca.gov/PFL_Calculator).



Does Paid Family Leave Provide Job Protection?

Paid Family Leave does not provide job protection. Job protection may be provided if you qualify under other laws:

- Federal [Family and Medical Leave Act](http://dol.gov/agencies/whd/fmla) (dol.gov/agencies/whd/fmla).
- California Family Rights Act. [Civil Rights Department](http://calcivilrights.ca.gov) (calcivilrights.ca.gov).

Notify your employer of your plan to take leave and the reason for taking leave according to your company's policy.

How Do I Apply for Benefits?

You can apply for Paid Family Leave benefits at myedd.edd.ca.gov.

To file by mail, you must complete and submit a *Claim for Paid Family Leave (PFL) Benefits* (DE 2501F) form. Learn more at [File a Paid Family Leave Claim by Mail](http://edd.ca.gov/en/disability/How_to_File_a_PFL_Claim_by_Mail) (edd.ca.gov/en/disability/How_to_File_a_PFL_Claim_by_Mail).

Caregiving Claims

Provide medical certification for your seriously ill family member who requires your care. This certification needs to be from their licensed health professional. You must also provide information about the family member you are caring for and their signature.

Bonding Claims

Provide documents that show your relationship to your child. This can be a copy of your child's birth certificate, adoptive placement agreement, or foster care placement record.

If you are currently receiving pregnancy-related Disability Insurance benefits, it is not necessary to request a Paid Family Leave claim form. The form to file for bonding will be sent through your myEDD account or by mail when your pregnancy-related disability claim ends.

Military Assist Claims

Military assist claims require two types of supporting documents. This can be proof of covered active duty or call to covered active duty and documentation of the qualifying event.

Voluntary Plans

If you are covered by a voluntary plan, contact your employer for information about your coverage and instructions on how to apply for benefits.

Time of Hire Notice

This notice, or a similar one that has been approved by the Administrative Director, must be given to all newly hired employees in the State of California. Employers and claims administrators may use the content of this document and put their logos and additional information on it. The content of this notice applies to all industrial injuries that occur on or after January 1, 2013.

WHAT IS WORKERS' COMPENSATION?

If you get hurt on the job, your employer is required by law to pay for workers' compensation benefits. You could get hurt by:

One event at work. Examples: hurting your back in a fall, getting burned by a chemical that splashes on your skin or getting hurt in a car accident while making deliveries.

—or—

Repeated exposures at work. Examples: hurting your hand, back, or other part of your body from doing the same repeated motion or losing your hearing because of constant loud noise

—or—

Workplace crime. Examples: you get hurt in a store robbery, physically attacked by an unhappy customer.

Discrimination is illegal

It is illegal under Labor Code section 132a for your employer to punish or fire you because you:

- File a workers' compensation claim
- Intend to file a workers' compensation claim
- Settle a workers' compensation claim
- Testify or intend to testify for another injured worker.

If it is found that your employer discriminated against you, he or she may be ordered to return you to your job. Your employer may also be made to pay for lost wages, increased workers' compensation benefits, and costs and expenses set by state law.

WHAT ARE THE BENEFITS?

- **Medical care:** Paid for by your employer to help you recover from an injury or illness caused by work. Doctor visits, hospital services, physical therapy, lab tests and x-rays are some of the medical services that may be provided. These services should be necessary to treat your injury. There are limits on some services such as physical and occupational therapy and chiropractic care.



- **Temporary Disability (TD) benefits:** Payments if you lose wages because your injury prevents you from doing your usual job while recovering. The amount you may get is up to two-thirds of your wages. There are minimum and maximum payment limits set by state law. You will be paid every two weeks if you are eligible. For most injuries, payments may not exceed 104 weeks within five years from your date of injury. Temporary Disability (TD) stops when you return to work, or when the doctor releases you for work, or says your injury has improved as much as it's going to.
- **Permanent Disability (PD) benefits:** Payments if you don't recover completely. You will be paid every two weeks if you are eligible. There are minimum and maximum weekly payment rates established by state law. The amount of payment is based on:
 - Your doctor's medical reports
 - Your age
 - Your occupation
- **Supplemental Job Displacement Benefits (SJDB):** This is a voucher for up to \$6,000 that you can use for retraining or skill enhancement at an approved school, books, tools, licenses or certification fees, or other resources to help you find a new job. You are eligible for this voucher if:
 - You have a permanent disability.
 - Your employer does not offer regular, modified, or alternative work, **within 60 days** after the claims administrator receives a doctor's report saying you have made a maximum medical recovery.
- **Return-to-Work Supplemental Program (RTWSP):** For dates of injury after 1/1/2013, you may qualify for additional money from the Division of Workers' compensation program known as the Return-to-Work Supplement Program (RTWSP) if you received the Supplemental Job Displacement Voucher (SJDB). If you have questions or think you qualify, contact the Information & Assistance Unit by calling 1-800-736-7401 or visit website: <https://www.dir.ca.gov/RTWSP/RTWSP.html>
- **Death benefits:** Payments to your spouse, children or other dependents if you die from a job injury or illness. The amount of payment is based on the number of dependents. The benefit is paid every two weeks at a rate of at least \$224 per week. In addition, workers' compensation provides a burial allowance.



OTHER BENEFITS

You may file a claim with the Employment Development Department (EDD) to get state disability benefits when workers' compensation benefits are delayed, denied, or have ended. There are time restrictions so for more information contact the local office of EDD or go to their web site www.edd.ca.gov.

Workers' compensation fraud is a crime

Any person who makes or causes to be made any knowingly false statement in order to obtain or deny workers' compensation benefits or payments is guilty of a felony. If convicted, the person will have to pay fines up to \$150,000 and/or serve up to five years in jail.

WHAT SHOULD I DO IF I HAVE AN INJURY?

Report your injury to your employer

Tell your supervisor right away no matter how slight the injury may be. Don't delay – there are time limits. You could lose your right to benefits if your employer does not learn of your injury within 30 days. If your injury or illness is one that develops over time, report it as soon as you learn it was caused by your job. If you cannot report to the employer or don't hear from the claims administrator after you have reported your injury, contact the claims administrator yourself.

San Joaquin County is self-insured for workers' compensation.

For questions contact:

SJC Risk Management

Address: 44 N. San Joaquin St #330 Stockton CA 95202

Phone: 209-468-3370 Main Number

You may be able to find the name of your employer's workers' compensation insurer at www.caworkcompcoverage.com. If no coverage exists or coverage has expired, contact the Division of Labor Standards Enforcement at www.dir.ca.gov/DLSE as all employees must be covered by law.

Get emergency treatment if needed

If it's a medical emergency, go to an emergency room right away. Tell the medical provider who treats you that your injury is job related. Your employer may tell you where to go for treatment.



Emergency telephone number: Call 9-911 for an ambulance, fire department or police. For non-emergency medical care, contact your supervisor or manager immediately, and report the incident:

You may go to any occupational health clinic in the local area

Fill out DWC 1 claim form and give it to your employer

Your employer must give you a [DWC 1 claim form](#) within one working day after learning about your injury or illness. Complete the employee portion, sign and give it back to your employer. Your employer will then file your claim with the claims administrator. Your employer must authorize treatment within **one working day** of receiving the **DWC 1 claim form**. If the injury is from repeated exposures, you have **one year** from when you realized your injury was job related to file a claim.

In either case, you may receive up to **\$10,000** in employer-paid medical care until your claim is either accepted or denied. The claims administrator has **up to 90 days** to decide whether to accept or deny your claim. Otherwise, your case is presumed payable. Your employer or the claims administrator will send you “benefit notices” that will advise you of the status of your claim.

MORE ABOUT MEDICAL CARE

What is a Primary Treating Physician (PTP)?

This is the doctor with overall responsibility for treating your injury or illness. He or she may be:

- The doctor you name in writing *before* you get hurt on the job
- A doctor from the medical provider network (MPN)
- The doctor chosen by your employer during the first 30 days of injury if your employer does not have an MPN or
- The doctor you chose after the first 30 days if your employer does not have a MPN.

What is a Medical Provider Network (MPN)?

A MPN is a select group of health care providers who treat injured workers. Check with your employer to see if they are using a MPN. If you have not named a doctor before you get hurt and your employer is using a MPN, you will see a MPN doctor. After your first visit, you are free to choose another doctor from the MPN list.

What is Predesignation?

Predesignation is when you name your regular doctor to treat you if you get hurt on the job. The doctor must be a medical doctor (M.D.), doctor of osteopathic medicine (D.O.) or a medical group with an M.D. or D.O. You must name your doctor in writing *before* you get hurt or become ill.



You may predesignate a doctor if you have health care coverage for non-work injuries and illnesses. The doctor must have:

- Treated you
- Maintained your medical history and records before your injury and
- Agreed to treat you for a work-related injury or illness before you get hurt or become ill.

You may use the “predesignation of personal physician” form included with this notice. After you fill in the form, be sure to give it to your employer. If your employer does not have an approved MPN, you may name your chiropractor or acupuncturist to treat you for work related injuries. The notice of personal chiropractor or acupuncturist must be in writing before you get hurt. You may use the form included in this notice. After you fill in the form, be sure to give it to your employer.

With some exceptions, state law does not allow a chiropractor to continue as your treating physician after 24 visits. Once you have received 24 chiropractic visits, if you still require medical treatment, you will have to select a new physician who is not a chiropractor. The term “chiropractic visit” means any chiropractic office visit, regardless of whether the services performed involve chiropractic manipulation or are limited to evaluation and management.

Exceptions to 24 visits include postsurgical physical medicine visits prescribed by the surgeon, or physician designated by the surgeon, under the postsurgical component of the Division of Workers’ Compensation’s Medical Treatment Utilization Schedule, or if your employer has authorized additional visits in writing.

WHAT IF THERE IS A PROBLEM?

If you have a concern, speak up. Talk to your employer or the claims administrator handling your claim and try to solve the problem. If this doesn’t work, get help by trying the following:

Contact the Division of Workers’ Compensation (DWC) Information and Assistance (I&A) Unit. All 24 DWC offices throughout the state provide information and assistance on rights, benefits and obligations under California's workers' compensation laws. I&A officers help resolve disputes without formal proceedings. Their goal is to get you full and timely benefits. Their services are free.

To contact the nearest I&A Unit, go to [https:// www.dir.ca.gov/dwc/ianda.html](https://www.dir.ca.gov/dwc/ianda.html) or call **1-800-736-7401**.

The nearest I&A Unit is located at:

Address: 3021 Reynolds Ranch Pkwy Ste 130, Lodi CA 95240

Phone number: 209-948-7759



Consult with an attorney

Most attorneys offer one free consultation. If you decide to hire an attorney, his or her fees may be taken out of some of your benefits. For names of workers' compensation attorneys, call the State Bar of California at **1-415-538-2120** or go visit their website at www.californiaspecialist.org. You may also get a list of attorneys from your local I&A Unit by calling **1-800-736-7401**.

Your employer may not pay workers' compensation benefits if you get hurt in a voluntary off- duty recreational, social or athletic activity that is not part of your work-related duties.

You may also have other rights under the Americans with Disabilities Act (ADA) or the California Fair Employment and Housing Act (FEHA). For additional information, contact California Civil Rights Department (CRD) at 1-800-884-1684 or the Equal Employment Opportunity Commission (EEOC) at 1-800-669-4000.

The information contained in this notice conforms to the informational requirements found in Labor Code sections 3551 and 3553 and California Code of Regulation, Title 8, sections 9880 and 9883. This document is approved by the Division of Workers' Compensation Administrative Director.

Please visit the Division of Workers' Compensation website at: www.dwc.ca.gov or call 1-800-736-7401

Department of Industrial Relations
1515 Clay Street, 17th Floor
Oakland, CA 94612



PREDESIGNATION OF PERSONAL PHYSICIAN

In the event you sustain an injury or illness related to your employment, you may be treated for such injury or illness by your personal medical doctor (M.D.), doctor of osteopathic medicine (D.O.) or medical group if:

- on the date of your work injury you have health care coverage for injuries or illnesses that are not work related;
- the doctor is your regular physician, who shall be either a physician who has limited his or her practice of medicine to general practice or who is a board-certified or board-eligible internist, pediatrician, obstetrician-gynecologist, or family practitioner, and has previously directed your medical treatment, and retains your medical records;
- your "personal physician" may be a medical group if it is a single corporation or partnership composed of licensed doctors of medicine or osteopathy, which operates an integrated multispecialty medical group providing comprehensive medical services predominantly for nonoccupational illnesses and injuries;
- prior to the injury your doctor agrees to treat you for work injuries or illnesses;
- prior to the injury you provided your employer the following in writing: (1) notice that you want your personal doctor to treat you for a work-related injury or illness, and (2) your personal doctor's name and business address.

You may use this form to notify your employer if you wish to have your personal medical doctor or a doctor of osteopathic medicine treat you for a work-related injury or illness and the above requirements are met.

NOTICE OF PREDESIGNATION OF PERSONAL PHYSICIAN

Employee: Complete this section.

To: _____ (name of employer) If I have a work-related injury or illness, I
choose to be treated by: _____
(name of doctor)(M.D., D.O., or medical group)
_____ (street address, city, state, ZIP)
_____ (telephone number)

Employee Name (please print): _____

Employee's Address: _____

Name of Insurance Company, Plan, or Fund providing health coverage for nonoccupational injuries or illnesses: _____

Employee's Signature _____ Date: _____

Physician: I agree to this Predesignation:

Signature: _____ Date: _____
(Physician or Designated Employee of the Physician or Medical Group)

The physician is not required to sign this form, however, if the physician or designated employee of the physician or medical group does not sign, other documentation of the physician's agreement to be predesignated will be required pursuant to Title 8, California Code of Regulations, section 9780.1(a)(3).

Title 8, California Code of Regulations, section 9783.

NOTICE OF PERSONAL CHIROPRACTOR OR PERSONAL ACUPUNCTURIST

If your employer or your employer's insurer does not have a Medical Provider Network, you may be able to change your treating physician to your personal chiropractor or acupuncturist following a work-related injury or illness. In order to be eligible to make this change, you must give your employer the name and business address of a personal chiropractor or acupuncturist in writing prior to the injury or illness. Your claims administrator generally has the right to select your treating physician within the first 30 days after your employer knows of your injury or illness. After your claims administrator has initiated your treatment with another doctor during this period, you may then, upon request, have your treatment transferred to your personal chiropractor or acupuncturist.

NOTE: If your date of injury is January 1, 2004 or later, a chiropractor cannot be your treating physician after you have received 24 chiropractic visits unless your employer has authorized additional visits in writing. The term "chiropractic visit" means any chiropractic office visit, regardless of whether the services performed involve chiropractic manipulation or are limited to evaluation and management. Once you have received 24 chiropractic visits, if you still require medical treatment, you will have to select a new physician who is not a chiropractor. This prohibition shall not apply to visits for postsurgical physical medicine visits prescribed by the surgeon, or physician designated by the surgeon, under the postsurgical component of the Division of Workers' Compensation's Medical Treatment Utilization Schedule.

You may use this form to notify your employer of your personal chiropractor or acupuncturist.

Your Chiropractor or Acupuncturist's Information:

(name of chiropractor or acupuncturist)

(street address, city, state, zip code)

(Telephone number)

Employee Name (please print): _____

Employee's Address:

Employee's Signature _____ Date: _____

Title 8, California Code of Regulations, section 9783.1.
(Optional DWC Form 9783.1 Effective date July 1, 2014)