

# El Dorado County Office of Education

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## MEMORANDUM

To: All EDCOE Employees  
From: Coleen Johnson, Executive Director Human Resources  
Date: September 2010  
Subject: Annual Notification

The EDCOE is required to provide all employees with policies and practices in the following areas:

- Non-discrimination Notice (SP 4110)
- Child Abuse Reporting (SP 4116 & Penal Code 11166)
- Sexual Harassment (SP 4120)
- Drug and Alcohol/Tobacco Free Workplace (SP 4251)
- Reasonable Suspicion Drug and Alcohol Testing (SP 4252)
- Computer, Telephone and Network Acceptable Use (SP 4290)
- Uniform Complaint Procedures (BP 1010)
- Employee Confidentiality Agreement (AR 4262)
- Family and Medical Leave Act – Your Rights and Obligations
- Health and Safety
  - ❖ Employee Safety (SP 4250)
  - ❖ SB 198 – Injury and Illness Prevention Plan (IIPP) (A copy is located at each worksite.)
  - ❖ Bloodborne Pathogens/Universal Precautions
  - ❖ Safety Programs (Emergency Response Plans are located at each worksite.)
  - ❖ Hazardous Materials (Material Safety Data Sheets are available from your program or Maintenance Department )
  - ❖ Workers' Compensation

If you have any questions or would like further information, please do not hesitate to call the Human Resources Department.

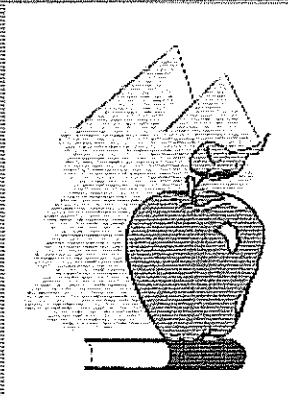
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An Equal Opportunity Employer

Commitment to serving  
our clients with Respect,  
Responsiveness and  
Resourcefulness



*2010-2011*

**El Dorado County**  
**Office of Education**  
**ANNUAL NOTIFICATIONS**

**ALL PERSONNEL**

**Non-Discrimination in Employment**

Employees shall be selected as needed on the basis of merit, training and experience.

All necessary actions shall be taken in order to comply with the letter and the spirit of state and federal laws prohibiting discrimination in employment.

The County Superintendent affirms a commitment to equal employment opportunity. All recruitment, promotion/retention/induction, personnel management practices, and collective bargaining agreements shall be administered in a manner which adheres to equal employment opportunity principles.

Any employee who engages in or permits unlawful discrimination or harassment shall be subject to disciplinary action up to and including dismissal.

Nondiscrimination policies and the availability of complaint procedures shall be regularly publicized within the County Office facilities. The Director of Human Resources shall act as Coordinator for Nondiscrimination in Employment.

An employee may, in addition to filing a discrimination complaint with the County Office of Education, file a complaint with either the Equal Employment Opportunity Commission (EEOC) or the California Department of Fair Employment and Housing (DFEH). The time limits for filing such complaints are as follows:

1. To file a valid complaint with EEOC, the employee must file his/her complaint within 300 days of the alleged discriminatory act(s).  
(42 USC 2000e-5)
2. To file a valid complaint with DFEH, the employee must file his/her complaint within one year of the alleged discriminatory act(s).  
(Government Code 12960)

Legal Reference:

EDUCATION CODE

44100-44105 Affirmative action employment

GOVERNMENT CODE

12900-12996 Fair Employment and Housing Act

42 USC § 2000a et seq. Civil Rights Act of 1964

20 USC § 1681 et seq. Education Act Amendments of 1972 (Title IX)

20 USC § 1687 Civil Rights Restoration Act

29 USC § 621 et seq. Age discrimination in Employment Act

38 USC § 4211 et seq. Vietnam Era Veterans' Readjustment  
Assistance Act of 1972

42 USC § 12101 et seq. Americans with Disabilities Act of 1990

Public Law 107-110 (HRI) No Child Left Behind Act of 2001

**ALL PERSONNEL**

**Child Abuse**

Employees shall be knowledgeable about the issues and reporting requirements of child abuse. New and substitute employees shall be provided a copy of Section 11166 et seq. of the Penal Code and sign the appropriate verification.

Legal Reference:

EDUCATION CODE

44690-44691 Staff development in the detection of child abuse and neglect

PENAL CODE

273a Willful harm or injury to child; endangering person or health

11164-11174.3 Child Abuse and Neglect Reporting Act, especially

11166 Report; duty; time

11166.5 Required statements of mandated reporters

11172 Immunity from liability; liability for false reports

Management Resources:

CDE LEGAL ADVISORY

0328.90 Duties and Liabilities of School Counselors

## CHILD ABUSE

PENAL CODE SECTION 11166.

(a) Except as provided in subdivision (d), a mandated reporter shall make a report to an agency specified in Section 11165.9 whenever the mandated reporter, in his or her professional capacity or within the scope of his or her employment, has knowledge of or observes a child whom the mandated reporter knows or reasonably suspects has been the victim of child abuse or neglect. The mandated reporter shall make an initial report to the agency immediately or as soon as is practicably possible by telephone and the mandated reporter shall prepare and send, fax, or electronically transmit a written follow up report thereof within 36 hours of receiving the information concerning the incident. The mandated reporter may include with the report any nonprivileged documentary evidence the mandated reporter possesses relating to the incident.

(1) For the purposes of this article, "reasonable suspicion" means that it is objectively reasonable for a person to entertain a suspicion, based upon facts that could cause a reasonable person in a like position, drawing, when appropriate, on his or her training and experience, to suspect child abuse or neglect. For the purpose of this article, the pregnancy of a minor does not, in and of itself, constitute a basis for a reasonable suspicion of sexual abuse.

(2) The agency shall be notified and a report shall be prepared and sent, faxed, or electronically transmitted even if the child has expired, regardless of whether or not the possible abuse was a factor contributing to the death, and even if suspected child abuse was discovered during an autopsy.

(3) Any report made by a mandated reporter pursuant to this section shall be known as a mandated report.

(b) If after reasonable efforts a mandated reporter is unable to submit an initial report by telephone, he or she shall immediately or as soon as is practicably possible, by fax or electronic transmission, make a one-time automated written report on the form prescribed by the Department of Justice, and shall also be available to respond to a telephone follow up call by the agency with which he or she filed the report. A mandated reporter who files a one-time automated written report because he or she was unable to submit an initial report by telephone is not required to submit a written follow up report.

(1) The one-time automated written report form prescribed by the Department of Justice shall be clearly identifiable so that it is not mistaken for a standard written follow up report. In addition, the automated one-time report shall contain a section that allows the mandated reporter to state the reason the initial telephone call was not able to be completed. The reason for the submission of the one-time automated written report in lieu of the procedure prescribed in subdivision (a) shall be captured in the Child Welfare Services/Case Management System (CWS/CMS). The department shall work with stakeholders to modify reporting forms and the CWS/CMS as is necessary to accommodate the changes enacted by these provisions.

(2) This subdivision shall not become operative until the CWS/CMS is updated to capture the information prescribed in this subdivision.

(3) This subdivision shall become inoperative three years after this subdivision becomes operative or on January 1, 2009, whichever occurs first.

(4) On the inoperative date of these provisions, a report shall be submitted to the counties and the Legislature by the Department of

Social Services that reflects the data collected from automated one-time reports indicating the reasons stated as to why the automated one-time report was filed in lieu of the initial telephone report.

(5) Nothing in this section shall supersede the requirement that a mandated reporter first attempt to make a report via telephone, or that agencies specified in Section 11165.9 accept reports from mandated reporters and other persons as required.

(c) Any mandated reporter who fails to report an incident of known or reasonably suspected child abuse or neglect as required by this section is guilty of a misdemeanor punishable by up to six months confinement in a county jail or by a fine of one thousand dollars (\$1,000) or by both that imprisonment and fine. If a mandated reporter intentionally conceals his or her failure to report an incident known by the mandated reporter to be abuse or severe neglect under this section, the failure to report is a continuing offense until an agency specified in Section 11165.9 discovers the offense.

(d) (1) A clergy member who acquires knowledge or a reasonable suspicion of child abuse or neglect during a penitential communication is not subject to subdivision (a). For the purposes of this subdivision, "penitential communication" means a communication, intended to be in confidence, including, but not limited to, a sacramental confession, made to a clergy member who, in the course of the discipline or practice of his or her church, denomination, or organization, is authorized or accustomed to hear those communications, and under the discipline, tenets, customs, or practices of his or her church, denomination, or organization, has a duty to keep those communications secret.

(2) Nothing in this subdivision shall be construed to modify or limit a clergy member's duty to report known or suspected child abuse or neglect when the clergy member is acting in some other capacity that would otherwise make the clergy member a mandated reporter.

(3) (A) On or before January 1, 2004, a clergy member or any custodian of records for the clergy member may report to an agency specified in Section 11165.9 that the clergy member or any custodian of records for the clergy member, prior to January 1, 1997, in his or her professional capacity or within the scope of his or her employment, other than during a penitential communication, acquired knowledge or had a reasonable suspicion that a child had been the victim of sexual abuse that the clergy member or any custodian of records for the clergy member did not previously report the abuse to an agency specified in Section 11165.9. The provisions of Section 11172 shall apply to all reports made pursuant to this paragraph.

(B) This paragraph shall apply even if the victim of the known or suspected abuse has reached the age of majority by the time the required report is made.

(C) The local law enforcement agency shall have jurisdiction to investigate any report of child abuse made pursuant to this paragraph even if the report is made after the victim has reached the age of majority.

(e) Any commercial film and photographic print processor who has knowledge of or observes, within the scope of his or her professional capacity or employment, any film, photograph, videotape, negative, or slide depicting a child under the age of 16 years engaged in an act of sexual conduct, shall report the instance of suspected child abuse to the law enforcement agency having jurisdiction over the case immediately, or as soon as practicably possible, by telephone and

shall prepare and send, fax, or electronically transmit a written report of it with a copy of the film, photograph, videotape, negative, or slide attached within 36 hours of receiving the information concerning the incident. As used in this subdivision, "sexual conduct" means any of the following:

(1) Sexual intercourse, including genital-genital, oral-genital, anal-genital, or oral-anal, whether between persons of the same or opposite sex or between humans and animals.

(2) Penetration of the vagina or rectum by any object.

(3) Masturbation for the purpose of sexual stimulation of the viewer.

(4) Sadomasochistic abuse for the purpose of sexual stimulation of the viewer.

(5) Exhibition of the genitals, pubic, or rectal areas of any person for the purpose of sexual stimulation of the viewer.

(f) Any mandated reporter who knows or reasonably suspects that the home or institution in which a child resides is unsuitable for the child because of abuse or neglect of the child shall bring the condition to the attention of the agency to which, and at the same time as, he or she makes a report of the abuse or neglect pursuant to subdivision (a).

(g) Any other person who has knowledge of or observes a child whom he or she knows or reasonably suspects has been a victim of child abuse or neglect may report the known or suspected instance of child abuse or neglect to an agency specified in Section 11165.9.

(h) When two or more persons, who are required to report, jointly have knowledge of a known or suspected instance of child abuse or neglect, and when there is agreement among them, the telephone report may be made by a member of the team selected by mutual agreement and a single report may be made and signed by the selected member of the reporting team. Any member who has knowledge that the member designated to report has failed to do so shall thereafter make the report.

(i) (1) The reporting duties under this section are individual, and no supervisor or administrator may impede or inhibit the reporting duties, and no person making a report shall be subject to any sanction for making the report. However, internal procedures to facilitate reporting and apprise supervisors and administrators of reports may be established provided that they are not inconsistent with this article.

(2) The internal procedures shall not require any employee required to make reports pursuant to this article to disclose his or her identity to the employer.

(3) Reporting the information regarding a case of possible child abuse or neglect to an employer, supervisor, school principal, school counselor, coworker, or other person shall not be a substitute for making a mandated report to an agency specified in Section 11165.9.

(j) A county probation or welfare department shall immediately, or as soon as practicably possible, report by telephone, fax, or electronic transmission to the law enforcement agency having jurisdiction over the case, to the agency given the responsibility for investigation of cases under Section 300 of the Welfare and Institutions Code, and to the district attorney's office every known or suspected instance of child abuse or neglect, as defined in Section 11165.6, except acts or omissions coming within subdivision (b) of Section 11165.2, or reports made pursuant to Section 11165.13 based on risk to a child which relates solely to the inability of the

parent to provide the child with regular care due to the parent's substance abuse, which shall be reported only to the county welfare or probation department. A county probation or welfare department also shall send, fax, or electronically transmit a written report thereof within 36 hours of receiving the information concerning the incident to any agency to which it makes a telephone report under this subdivision.

(k) A law enforcement agency shall immediately, or as soon as practicably possible, report by telephone, fax, or electronic transmission to the agency given responsibility for investigation of cases under Section 300 of the Welfare and Institutions Code and to the district attorney's office every known or suspected instance of child abuse or neglect reported to it, except acts or omissions coming within subdivision (b) of Section 11165.2, which shall be reported only to the county welfare or probation department. A law enforcement agency shall report to the county welfare or probation department every known or suspected instance of child abuse or neglect reported to it which is alleged to have occurred as a result of the action of a person responsible for the child's welfare, or as the result of the failure of a person responsible for the child's welfare to adequately protect the minor from abuse when the person responsible for the child's welfare knew or reasonably should have known that the minor was in danger of abuse. A law enforcement agency also shall send, fax, or electronically transmit a written report thereof within 36 hours of receiving the information concerning the incident to any agency to which it makes a telephone report under this subdivision.

**ALL PERSONNEL**

**Harassment Prevention Policy**

**Policy Against Unlawful Harassment**

EDCOE is committed to providing a workplace free of unlawful sexual harassment as well as unlawful harassment based on such factors as race, religious creed, color, national origin, ancestry, age (over 40), medical condition, marital status, sexual orientation, gender, disability, pregnancy or related medical condition, or any other basis protected by applicable law to the extent protected by applicable law. EDCOE strongly disapproves of and will not tolerate unlawful harassment of employees or contractors by managers, supervisors, contractors or co-workers. EDCOE will also attempt to protect employees and contractors from unlawful harassment by non-employees in the workplace. Harassment creates a negative work environment and affects the work performance of all employees.

This policy is available to each employee. The policy will also be disseminated periodically to all employees, including at the beginning of each school year and when a new employee is hired as required by Education Code section 231.5.

Eradicating workplace harassment is the responsibility of every employee, not just supervisors.

EDCOE, as your employer or contracting entity, must take all reasonable steps to prevent discrimination and unlawful harassment from occurring. Sexual or other unlawful harassment in employment violates EDCOE's policy and is prohibited under laws including Title VII of the Civil Rights Act, the Americans with Disabilities Act, the Age Discrimination in Employment Act, the Education Code, and the California Fair Employment and Housing Act (FEHA). FEHA also prohibits harassment of contractors.

EDCOE will not tolerate harassment on the basis of race, color, sex (gender), national origin, ancestry, religion, age (over 40), physical and mental disability, medical condition, marital status, sexual orientation, or pregnancy or related medical conditions. All such conduct is prohibited.

**Definition of Harassment**

Harassment includes verbal, physical or visual conduct that creates an intimidating, offensive or hostile working environment or that unreasonably interferes with job performance. Harassment may also include unwelcome, offensive slurs, jokes, or other similar conduct.

Harassment may include being annoyed, disturbed, bothered, coerced, pestered or threatened on the job and/or in any work-related situation because of one's membership in a protected class: Age, race, sex (gender), color, national origin, national ancestry, physical and mental disability, medical condition, religious creed, sexual orientation, marital status or pregnancy or related medical conditions.

Any behavior or action taken against a person because of that person's membership in a protected class may constitute unlawful harassment if:

- A. Submission to the conduct is either an explicit or implicit term or condition of employment;
- B. Submission to or rejection of the conduct is a basis for an employment decision (such as hiring, termination, promotion or transfer) affecting the person rejecting or submitting to the conduct; or
- C. The conduct has the purpose or effect of substantially interfering with an affected person's work performance or creating an intimidating, hostile, or offensive work environment.

Examples of harassment include but are not limited to:

1. Verbal harassment may include, but is not limited to: swearing, vulgar remarks, implied or connotative meanings, ethnic or derogatory jokes or email messages, threats of bodily harm or any other discriminatory expressions.
2. Physical harassment may include, but is not limited to: touching, hitting, shoving, pushing or any other form of physical contact.
3. Visual harassment may include, but is not limited to: photos, pictures, calendars, screensavers, comics or cartoons, posters, drawings and gestures.

### Sexual Harassment Defined

Federal law defines sexual harassment as unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made a term or condition of employment; or (2) submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment.

California law defines sexual harassment as unwanted sexual advances or visual, verbal or physical conduct of a sexual nature. This definition includes many forms of offensive behavior. The following is a partial list:

- Unwanted sexual advances, unwanted sexual contact, or the threat of unwanted sexual contact.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct: leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal misconduct: making or using derogatory comments, epithets, slurs, sexually explicit jokes, uninvited sexual teasing, or comments about an employee's body or dress.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes or invitations.
- Physical conduct: touching, assaulting, impeding or blocking movements.

In addition, California Education Code section 212.5 defines sexual harassment as:

“Sexual harassment” means unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature, made by someone from or in the work or educational setting, under any of the following conditions:

(a) Submission to the conduct is explicitly or implicitly made a term or a condition of an individual's employment, academic status, or progress.

(b) Submission to, or rejection of, the conduct by the individual is used as the basis of employment or academic decisions affecting the individual.

(c) The conduct has the purpose or effect of having a negative impact upon the individual's work or academic performance, or of creating an intimidating, hostile, or offensive work or educational environment.

(d) Submission to, or rejection of, the conduct by the individual is used as the basis for any decision affecting the individual regarding benefits and services, honors, programs, or activities available at or through the educational institution.”

All such conduct is prohibited.

It is unlawful for males to sexually harass females or other males, and for females to sexually harass males or other females. Sexual harassment on the job is unlawful whether it involves co-worker harassment, harassment by a supervisor or manager, or by persons doing business with or for EDCOE.

#### Preventing Sexual and Other Unlawful Harassment

A program to eliminate sexual and other unlawful harassment from the workplace is required by law and is the most practical way to prevent incidents from occurring. EDCOE's complaint procedure provides for an immediate, thorough, impartial and objective investigation of any sexual or other harassment claim alleged to be on a basis protected by applicable law; appropriate disciplinary action against one found to have engaged in prohibited sexual or other harassment; and appropriate remedies to any victim of unlawful harassment. EDCOE will act to remedy unlawful harassment according to the following procedures:

#### EDCOE's Complaint and Investigation Procedure:

- Employees or contractors who believe they have been sexually or otherwise harassed on the job on a basis protected by law, including harassment by persons doing business with or for EDCOE, should provide a complaint (preferably in writing) as soon as possible to their own or any other supervisor or manager at EDCOE or the Human Resources Director or other Human Resources staff. The complaint should include details of the incident(s), names of individuals involved, and the names of any witnesses. Supervisors, managers, and other Human Resources staff must immediately refer all harassment complaints to the Human Resources Director of EDCOE who will oversee the investigation and resolution of such complaints. If the Human Resources Director is the alleged harasser, the complaint may be made to a Deputy Superintendent or the

Superintendent. EDCOE and its representatives will protect the confidentiality of harassment complainants to the extent possible.

- All incidents of sexual or other unlawful harassment that are reported shall be investigated. The Human Resources Director or designated representative will immediately undertake an effective, thorough and objective investigation of the harassment allegations. The investigation will be completed and a determination regarding the alleged harassment will be made and communicated to the employee(s) or contractor(s) who complained and the accused harasser(s).
- If EDCOE determines that sexual or other unlawful harassment has occurred, EDCOE will take immediate and effective remedial action commensurate with the circumstances. Appropriate action will also be taken to deter any future harassment. If a complaint of sexual or other unlawful harassment is substantiated, appropriate disciplinary action, up to and including discharge, will be taken. Whatever action is taken against the harasser will be communicated to the employee or contractor who complained, and EDCOE will take appropriate action to remedy any loss to the employee or contractor resulting from the sexual or other unlawful harassment. The complaining employee or contractor will not have to resolve the complaint directly with the accused harasser.
- All documentation created as a result of the investigation will be retained and held in strictest confidence unless required to be revealed by applicable law.
- If the complaining employee or contractor prefers, his/her complaint can be investigated and addressed through the Uniform Complaint Procedure in BP 1010.
- If the complaining employee or contractor prefers to use the complaint and investigation procedure in this SP 4120, but later determines to use the Uniform Complaint Procedure in BP 1010, the complaining employee or contractor can initiate a complaint under BP 1010 in compliance with the requirements in BP 1010 and applicable law.

### Protection Against Retaliation

EDCOE's policy and law prohibit retaliation against any employee or contractor by another employee, by another contractor, or by EDCOE for opposing unlawful practices prohibited by discrimination laws, for using this complaint procedure or for filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by a federal or state enforcement agency.

Prohibited retaliation includes, but is not limited to, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment or contracting decisions, failure to make employment recommendations impartially, adversely affecting working conditions or otherwise denying any employment benefits.

Once EDCOE knows of the occurrence of sexual or other unlawful harassment, no further harassment will knowingly be permitted, and EDCOE will not knowingly permit any retaliation against any employee or contractor who complains in good faith of unlawful harassment or who participates in an investigation even if a violation of this policy is not proven. EDCOE policy and law prohibit retaliation against any employee or contractor who opposes unlawful harassment. Opposition includes, but is not limited to: seeking advice or assisting or advising any person in seeking advice of an enforcement agency regardless of whether a complaint is filed or, if filed, substantiated; opposing employment practices or other practices that an employee or a contractor reasonably believes to be unlawful; participating in an activity

perceived to be opposition to discrimination by an employer covered by the law; or contacting, communicating with or participating in any federal, state, or local human rights or civil rights agency proceedings.

Any report of retaliation by the one accused of harassment, or by co-workers, contractors, supervisors or managers, will also be immediately, effectively and thoroughly investigated in accordance with EDCOE's complaint procedure outlined above. If a complaint of retaliation is substantiated, appropriate disciplinary action, up to and including discharge, will be taken against the parties found to have retaliated against the complainant(s).

#### Liability For Sexual Or Other Unlawful Harassment

Any contractor or employee of EDCOE, whether co-worker, supervisor or manager, who is found to have engaged in unlawful sexual or other unlawful harassment is subject to disciplinary action up to and including discharge from employment or termination of contract. An employee who engages in sexual or other unlawful harassment, including any manager who knew about the harassment and took no action to stop it, may be held personally liable for monetary damages. EDCOE will not pay damages assessed personally against an employee.

Harassing conduct is not within the scope of employment; therefore, if litigation results from the harassing behavior, the harassing employee may have to obtain his/her own legal counsel.

#### Additional Enforcement Information

In addition to EDCOE's internal complaint procedure, employees should also be aware that the federal Equal Employment Opportunity Commission (EEOC) and the California Department of Fair Employment & Housing (DFEH) investigate and prosecute complaints of sexual or other unlawful harassment in employment. DFEH also investigates and prosecutes contractor complaints of unlawful harassment.

Employees who believe that they have been sexually harassed or harassed on other grounds protected by applicable law may file a complaint with the EEOC within 300 days of the harassment or with the DFEH within one year of the harassment. Contractors may file a complaint of unlawful harassment with the DFEH. Both the EEOC and the DFEH serve as neutral fact finders and attempt to help the parties voluntarily resolve disputes.

If the EEOC finds a complaint is justified, it may bring a lawsuit in federal court seeking an order to prevent further unlawful activity, as well as orders to pay fines and damages, and remedies such as hiring, reinstatement, backpay, promotion and changes in the employer's policies and/or practices. If the DFEH finds evidence of sexual or other unlawful harassment, and settlement efforts fail, the DFEH may file a formal accusation against the employer and the harasser. The accusation may result in a hearing before the Fair Employment and Housing Commission or a lawsuit on the complainant's behalf by the DFEH. If the Commission finds that harassment occurred, it can order remedies, including damages and/or fines from each employer or harasser charged. The Commission may order hiring or reinstatement, backpay, promotions and changes in the policies or practices of the involved employer. A court may order unlimited damages and that the employer conduct training on the legal requirements, rights and remedies, and the employer's internal complaint procedures.

For more information, contact EDCOE's Human Resources Director or the nearest office of the EEOC or DFEH, as listed in the telephone book.

### Training

All supervisory employees at EDCOE will be required to attend at least two hours of classroom or other interactive training on harassment prevention in compliance with Government Code section 12950.1. All supervisors must be trained on harassment prevention by January 1, 2006. After January 1, 2006, all supervisors must be trained on harassment prevention at least once in a two-year period. Newly hired or promoted supervisors must attend training within 6 months of becoming a supervisor.

#### Legal Reference:

##### EDUCATION CODE

200 et al. Prohibition of discrimination on the basis of sex, ethnic group identification, race, national origin, religion, mental or physical disability, and any actual or perceived characteristic that is contained in the definition of hate crimes

212 Definition of sex

212.5 Definition of sexual harassment

220 Prohibition of discrimination on the basis of sex, ethnic group identification, race, national origin, religion, color, mental or physical disability, and any basis contained in the prohibition of hate crimes

230 Particular practices prohibited, including sexual harassment

231.5 Written policy on sexual harassment and distribution to employees

##### GOVERNMENT CODE

12900 et seq. Fair Employment & Housing Act

12940 Employers, labor organizations, employment agencies and other persons; unlawful employment practice; exceptions

12950 Sexual harassment; amendment of poster; distribution of information sheet

12950.1 Training requirements

##### PENAL CODE

422.6 Hate crimes

##### U.S. CODE

Title VI, 42 U.S. Code § 2000d

Title VII, 42 U.S. Code § 2000e et seq.

Title IX, 20 U.S. Code § 1681

Americans With Disabilities Act, 42 U.S. Code § 12101 et seq.

Rehabilitation Act of 1973, 29 U.S. Code § 794

Age Discrimination in Employment Act, 29 U.S. Code § 621 et seq.

##### CALIFORNIA CODE OF REGULATIONS

2 C.C.R. § 7287.8 Protection against retaliation

**EMPLOYEE ACKNOWLEDGEMENT**

I hereby acknowledge that I have read and had the opportunity to ask questions about the Harassment Prevention Policy (SP 4120). I understand the policy and that any harassing behavior is behavior not in the course and scope of my employment. I will abide by this policy. I have received a copy of this policy and understand the original of this Employee Acknowledgment of SP 4120 will be kept in my personnel file.

\_\_\_\_\_  
Date

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

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

**ALL PERSONNEL**

**Drug and Alcohol-Free Workplace**

The maintenance of drug and alcohol-free workplaces is essential to school and County Office operations.

Employees shall be notified of illegal and prohibited drug and alcohol activities and actions. The notification shall specify the actions that will be taken against employees who violate these prohibitions. The notification shall also state that as a condition of employment, the employee will abide by the terms of this policy and notify the employer, within five days, of any criminal drug or alcohol stature conviction which he/she receives for a violation occurring in the workplace.

For the purpose of this policy, "conviction" shall mean a finding of guilt, including a plea of nolo contendere, or imposition of sentence, or both, by any judicial body charged to determine violations of federal or state criminal drug or alcohol statutes.

A drug alcohol-free awareness program shall inform employees about:

1. The dangers of drug and alcohol abuse in the workplace;
2. The County Office of Education policy of maintaining drug and alcohol-free workplaces;
3. Any available drug and alcohol counseling, rehabilitation, and employee assistance program; and
4. The penalties that may be imposed on employees for drug and alcohol abuse violations.

The appropriate federal granting or contracting agencies shall be notified within ten (10) days after receiving notification, from an employee or otherwise, of any conviction for a violation occurring in the workplace.

Disciplinary action shall be initiated within thirty (30) days after receiving notice of a conviction for a violation in the workplace from an employee or otherwise. Such action shall be consistent with state and federal law, the appropriate employment contract, the applicable collective bargaining agreement, and district policy and practices.

Disciplinary action shall be made in accordance with relevant state and federal laws, employment contracts, collective bargaining agreements, and district policies and practices.

As used in this policy "drug" and "drugs" refer to controlled substances as defined by State and Federal law.

Legal References: See following page

Legal Reference:

41 USC § 701 et seq. Drug Free Workplace Act of 1988

20 USC § 7201 et seq. Drug Free Schools and Communities Act of 1986

21 USC § 801 et seq. Controlled Substances Act

Public Law 107-110 (HRI) No Child Left Behind Act of 2001

21 CFR § 1300.01 et seq. Controlled Substances

EDUCATION CODE

44011 Controlled substance offense

44065 Issuance of and functions requiring credentials

44425 Conviction of controlled substance offenses as grounds  
for revocation by commission

44836 Employment of persons convicted of controlled substance offenses

44940 Leave of absence; certificated employee charged with mandatory or  
optional leave of absence

44940.5 Compulsory leave of absence; procedures

45123 Employment after conviction of controlled substance offense

45304 Suspension for reasonable cause, filing of charges; employee  
charged with mandatory or optional leave of absence offense

**ALL PERSONNEL**

Drug and Alcohol Testing

The Superintendent desires to take all possible steps to ensure the safety of students, staff and the community by ensuring a drug and alcohol free environment. The Superintendent wishes to insure that all employees perform their duties safely and efficiently. To meet that end, if the department administrator has reasonable suspicion that an employee is at work impaired by a legal or illegal drug, alcohol, or other substance, the department administrator may require the employee to report for a fitness for duty health examination, which will include testing for the presence of drugs and/or alcohol.

In addition, in accordance with Section 34520.3 of the Vehicle Code effective January 1, 2006, persons employed as a driver to drive a school transportation vehicle will participate in a program that is consistent with the federal controlled substance and alcohol use testing requirements applicable to school bus drivers under existing law.

Any unauthorized use of controlled substances is prohibited. If a Medical Review Officer has determined that an employee's positive drug test resulted from the unauthorized use of a controlled substance, the employee will be removed from duty and dismissed.

The County Board has adopted Board Policy 4250, which sets forth that the County Office of Education shall be a drug free zone.

Legal Reference:

EDUCATION CODE

Sections 1042, 34520.3, 35160-351605, 44932(a)(6) & 44932 (a)(11)

CASE LAW

*Hill v. National Collegiate Athletic Assn.* (1994) 7 Cal 4<sup>th</sup> 1

*Vernonia School District 47J v. Acion, supra.* (1995) 515 U.S. 646

*Skinner v. Railway Labor Executives' Assn., supra* (1989) 489 U.S. 602, 619

**ALL PERSONNEL**

**Computer, Telephone and Network Acceptable Use**

**Computer and Network Environment**

The County Office has created extensive networks with information, telephone and computing resources for employee and student use. In addition, the County Office provides a large and continuously growing number of computer workstations, printers, peripherals, software, training and supplies to all sites. These items are provided to allow employees to perform tasks effectively in meeting the goals and needs of the County Office.

By nature, design, and function, the County Office's computer network and resources must provide a relatively "open" environment. While automatic and procedural security controls are in place to prevent or reduce unauthorized access to these resources, the primary responsibility for maintaining the security of this information and its resources lies with the employee.

Improper use of any of these resources can cause problems related to the needs of some or all employees and students in the County Office. Violation of specific local, state, and federal laws referenced later in this document may call for prosecution under the law including fines and imprisonment. The County Office may take disciplinary action against employees for misuse of computer, network, and information resources.

**Privacy of County Office Records – Student, Staff, and Business Information**

Both student and employee records are protected by various state and federal laws –

*State Statutes:*

- Education Code, section 67100
- Information Practices Act of 1977 (Civil Code section 1798)
- Public Records Act (Gov. Code section 6250)
- Penal Codes, Section 502

*Federal Statutes:*

- Federal Family Educational Rights and Privacy Act of 1974
- Federal Privacy Act of 1974
- Electronic Communications Privacy Act of 1986

It is probable that during employment with the County Office, employees will have access to either student or employee and business information that is confidential. It is the responsibility of employees to safeguard confidential information from unauthorized persons. Employees shall not seek to use personal or confidential information for their own use or personal gain. Employees must take all reasonable precautions to ensure privacy is maintained under the law while handling information in any form, including but not limited to voice, electronic (disk file, diskette, CD ROM, magnetic tape, email, etc.), paper, photograph, and microfiche

information. Included under this precaution is the disposal of any privacy related materials.

### **Ownership**

It must be understood that the County Office's business information, telephone, network, computer and software resources, peripherals and supplies are County Office property, provided to meet County Office needs. They do not belong to individuals, but are only "loaned" for the purposes required for their position while you are employed by the County Office.

### **Use of Telephones, Cell Phones, and Voicemail**

Telephones and/or cell phones are provided to conduct the business of the County Office. In many cases, voice mail is also provided. These services are intended to provide a means of communication for employees to contact parents and students, agencies, vendors, other institutions and government officials. When using these services, employees should always reflect a businesslike and professional demeanor. Phone use for personal business must be reimbursed the County Office for any charges incurred. Private use of the phones should be kept to a minimum.

### **Use of Personally Owned Software or Equipment**

The County Office attempts to ensure that all hardware and software meet specific standards which will operate without causing disruption of the County Office's computer and network resources. Therefore, the use of personally owned software or software that can be downloaded from the Internet as well as personally-owned computer hardware, is not permitted except where authorized by the Director of Information and Technology Services or his designee.

### **Software Copyright Law**

Violations of copyright law have the potential of exposing the County Office substantial risk of liability for damages. Employees are prohibited from installing any software without having proof of licensing. Employees may not install software licensed for one workstation on multiple machines. Employees should be aware that if, for example, a department purchases a new workstation, the program must also purchase new software licenses for the software that will be installed on it. If the computer being replaced will be retired from use, the software may be removed from it and transferred to a new workstation.

### **Use of the Internet**

The Internet provides an extremely valuable resource for learning and communicating with people throughout the world. It can be a marvelous tool to enhance student and staff education and productivity. Unfortunately, the Internet also contains a large amount of information that is inappropriate for use in an educational institution.

While it is hoped that employees will enjoy the use of Internet resources, it must be emphasized that these resources are provided at County Office expense to enhance job function and maximize job effectiveness. Employees are not to let personal use of the Internet encroach on or displace time spent performing their work duties. Personal use of the Internet

should be restricted to breaks or lunch periods, or before or after work hours. Inasmuch as every transaction completed on the Internet represents to the world our County Office and

everything it stands for, it is imperative that employees not use the Internet in such a way as to bring civil or criminal liability or public reproach upon the County Office.

Materials obtained from the Internet may be copyrighted. However, with proper citation, limited educational use may be permitted under the Principle of Fair use as contained in U.S. copyright law. These materials may not be redistributed on the Internet or in any other manner without written consent of the copyright owner or as prohibited by law. Materials are protected by copyright whether they bear copyright information or not.

### **Use of Computer Resources**

The computing resources of the County Office are used by thousands of students and employees. In order to ensure that these resources are available and working properly, personal use of these resources must not negatively impact others.

For example, no one may attempt to access computer systems or their resources unless proper authorization has been granted. No one may attempt to maliciously alter, erase, damage, destroy or make otherwise unusable or inaccessible any data, software, computer, or network system. Attempts or actions of this nature may constitute a felony and may result in any combination of disciplinary action and/or prosecution and fines including litigation costs and payment of damages under applicable local, state, and federal statutes.

### **Your Computer Account**

In order to utilize the County Office's computer and network resources, employees will be assigned "user IDs" and passwords. Based on an employee's position and his or her supervisor's authorization, the employee may be provided with access levels which allow him or her to view, create, alter, delete, print, and transmit information.

Employees are responsible for maintaining the security of their personal account and may not release it for use by any other individual. Employees must accord a user account the same significance as a hand-written signature. Failure to do so by releasing this information to another individual may be considered false representation and result in disciplinary action.

This means that it is extremely important that employees use a password that cannot be guessed by others through knowledge about the employee. For example, employees should never use personal names such as children or pets or names that begin or end with numbers. Never use Social Security Numbers, bank PINs or words which can be found in any dictionary, names spelled backwards, or adjacent keys on a computer keyboard (i.e., QWERTY). All of the above provide an easy way for a hacker to break into a computer system and, using employee rights and privileges, cause damage and destruction. Employees must also never write down user IDs or passwords unless stored in the employee's personal possession or other location away from the place of work. Even then, the ID or password should be written in such a way that no clue is given as to the purpose for its use. Employees should contact the Information & Technology Services if they suspect someone else may have accessed their account. It is a simple matter to change a password in a few seconds, but may

take days to reconstruct damaged records or computer systems if someone breaks in with employee account rights! Where an employee has the ability to change his or her own password, the employee should make a habit of periodically changing passwords for these accounts.

Employees should never leave their workstation unattended while signed on to any account; doing so allows anyone to sit at an employee's workstation and, using the employee's rights and privileges, perform destructive acts. This has been the most common method used in the past for students to make changes to their own or others records.

Under certain circumstances, user IDs and passwords may be shared by a group of employees where doing so makes information access convenient with a minimum of administrative overhead. Examples include County Office-subscribed online services that teachers may wish to access from outside of the County Office network. Group IDs and passwords should be held in confidence and never shared with students. If an employee suspects that the security of such information has been compromised, the employee should notify the network administrator at once.

Only employees may have direct publishing (write privilege) access to County Office web, mail, and list servers. Those who assume responsibility for posting student work must never delegate this responsibility to students. Passwords may not be stored where students may have access to them. Passwords should be periodically changed.

### **Computer Viruses**

The computer industry faces a continuing onslaught of malicious viruses, worms, and other damaging programs that attack computer and network resources. The County Office attempts to maintain anti-virus software in order to minimize impact of these viruses, but it is your responsibility to take precautions to protect your computer and all others throughout the County Office.

Employees should be very aware of opening email attachments. When in doubt, they should NOT be opened.

Likewise, employees should not download any software from the Internet unless directed to and authorized by the Director Information & Technology Services or designee. It is not unknown for even a very respectable company to unknowingly release products which include hidden or unknown viruses. Employees should not share any downloaded software with others until they have verified that it does not harbor viruses.

### **Electronic Mail**

The County Office encourages the use of electronic mail (email) to enhance communication and business activities. Users of this service need to be aware however that this technology is still developing, and policies like this one are necessary to ensure appropriate use and to prevent or limit disruptions to work activity and computer services.

- **Cautions About The Use Of Electronic Mail**

The nature of electronic mail at this date makes it susceptible to misuse. Users

need to be aware that sensitive or private information can be easily forwarded to other individuals the originator never intended, both within the County Office as well as externally throughout the world.

In addition, while email accounts may be password protected, it is up to the individual user to ensure that a password is set and that the password is one that cannot be easily guessed or “hacked”.

Because of backup procedures in force with the County Office’s computer services, the fact that you have “deleted” an email message does not necessarily mean that it cannot be retrieved.

Users of the County Office’s email services need to be aware that use of these services is a privilege granted with the expectation that it will be used for business purposes and in a professional and courteous manner similar to other forms of communication. All email sent or received by individuals through County Office employee accounts is the property of the County Office and may be requested by your supervisor and examined **with just cause**.

There is no guarantee that email received was in fact sent by the purported sender, since it is a simple matter, although a violation of this policy, to disguise the sender’s identity. Furthermore, email that is forwarded may be modified by the forwarder. As with any document, if you receive a message which appears unusual or which you feel may be questionable, check with the purported sender to verify authorship and authenticity. While encryption of email is a potential solution to ensure authenticity, it is an emerging technology that is not in widespread use and rather difficult to use consistently. Technology will mature such that it becomes practical and easy to use in the near future.

While the County Office does not have the time nor inclination to monitor or read individual email messages, in the event that questionable or inappropriate use is suspected or known, such email may be examined and may be cause for disciplinary action ranging from revoking your email account up to termination. Users should also be aware that in the general course of business, System Administrators and email operators may require observation of messages in order to verify system operation.

- **Email – Personal Use**

Private or personal non-commercial use of the County Office’s email is permitted as long as it is not excessive and does not interfere with the County Office’s normal business practices and the performance of the individual’s tasks. Individuals should exercise sound judgment and sensitivity to others when exchanging personal messages in the workplace.

- **Email – State, Federal, And Copyright Laws**

In addition to this policy, use of the County Office’s email services is subject to

all applicable Federal and State communications and privacy laws as well. In particular, users need to be aware that attaching programs, sound, video, and images to email messages may violate copyright laws, and data files containing employee and/or student information is subject to all privacy laws.

- **Email Restrictions**

Electronic mail may **not** be used for:

- Unlawful activities
- Spam mail or mail “bombs”
- Use that violates County Office, state or federal policies
- Any other use which interferes with computing facilities and services of the County Office

- **Email and Representation**

Users shall not give the impression that they are representing, giving opinions or otherwise making statements on behalf of the County Office unless they are appropriately authorized, explicitly or implicitly, to do so. Where appropriate and based on context, an appropriate disclaimer would be, “These are my own statements and views and do not represent those of the El Dorado County Office of Education.”

- **Email – False Identity**

Employees shall not employ a false identity in sending email or alter forwarded mail out of the context of its original meaning.

- **Email – Misuse Of Computing Services**

Email services shall not be used for purposes that could reasonably be expected to cause, either directly or indirectly, excessive strain on County Office computing facilities, or cause interference with others’ use of email, email systems, or any computing facilities or services. For example, attaching large files over one (1) megabyte and sending these to multiple users or repeatedly to the same user is a violation of this policy.

- **Email – Security And Confidentiality**

The confidentiality of electronic mail cannot be assured. Users should exercise extreme caution in using email to communicate confidential or sensitive material.

- **Email – Virus Dangers**

As mentioned, proper precautions must be taken to guard against the infection of computers and files by viruses. Likewise, using email attachments to distribute

viruses and/or worms and other damaging software is commonplace today.

- **Email – Archiving And Retention**

The County Office maintains an ongoing backup schedule of computer data in order to ensure that these facilities may be restored to use in the event of damage and/or destruction. Because of this practice, email may be stored on backup media for extended lengths of time. Messages which a user assumes to be deleted may be able to be restored if demanded by the appropriate County Office authority.

Each user should consider whether they want to archive their personal messages to their workstation's hard drive or other disk media on some sort of regular basis, as there is always the possibility that information may be lost due to software or hardware problems. The County Office has policies in place for the length of time email is retained on-line. This schedule is fourteen (14) days for current email, after which it is placed into the user's "trash" where it may still be recoverable for a short time. Thus, users should be careful not to consider email as a long-term filing system.

While the County Office maintains a backup of all email, it is not feasible nor our practice to restore lost or damaged Email.

**COMMUNITY RELATIONS**

**BP 1010 Uniform Complaint Procedures**

**General Definitions**

As used in this policy, the term:

- (a) “Appeal” means a request made in writing to a level higher than the original reviewing level by an aggrieved party requesting reconsideration or a reinvestigation of the lower adjudicating body’s decision.
- (b) “Beginning of the year or semester” means the first day classes necessary to serve all the students enrolled are established with a single designated certificated employee assigned for the duration of the class, but not later than 20 working days after the first day students attend classes for that semester.
- (c) “Complainant” means any individual, including a person’s duly authorized representative or an interested third party, public agency, or organization who files a written complaint alleging violation of federal or state laws or regulations, including allegations of unlawful discrimination in programs and activities funded directly by the state or receiving any financial assistance from the state.
- (d) “Complaint” means a written and signed statement alleging a violation of a federal or state law or regulation, which may include an allegation of unlawful discrimination. If the complainant is unable to put the complaint in writing, due to conditions such as illiteracy or other handicaps, the public agency shall assist the complainant in the filing of the complaint.
- (e) “Complaint Investigation” means an administrative process used by the Department or County Office for the purpose of gathering data regarding the complaint.
- (f) “Complaint Procedure” means an internal process used by the Department or County Office to process and resolve complaints.
- (g) “Days” means calendar days unless designated otherwise.
- (h) “Department” means the California Department of Education.
- (i) “Direct State Intervention” means the steps taken by the Department to initially investigate complaints or effect compliance.
- (j) “Facilities that pose an emergency or urgent threat to the health or safety of pupils or staff” means a condition as defined in paragraph (1) of subdivision (c)

of section 17592.72 and any other emergency conditions the school district determines appropriate.

- (k) “Good repair” means the facility is maintained in a manner that assures that it is clean, safe, and functional as determined pursuant to an interim evaluation instrument developed by the Office of Public School Construction pursuant to Education Code section 17002(d)(2), and is available from the Department of General Services, Office of Public School Construction.
- (l) “Instructional materials” means all materials that are designed for use by pupils and their teachers as a learning resource and help pupils to acquire facts, skills, or opinions or to develop cognitive processes. Instructional materials may be printed or nonprinted, and may include textbooks, technology-based materials, other educational materials, and tests.
- (m) “Local Agency” means the County Office when receiving direct or indirect funding or any other financial assistance from the state to provide any school programs or activities or special education or related services.
- (n) “Mediation” means a problem-solving activity whereby a third party assists the parties to a dispute in resolving the problem.
- (o) “Misassignment” means the placement of a certificated employee in a teaching or services position for which the employee does not hold a legally recognized certificate or credential or the placement of a certificated employee in a teaching or services position that the employee is not otherwise authorized by statute to hold.
- (p) “Sufficient textbooks or instructional materials” means that each pupil, including English learners, has a textbook or instructional materials, or both, to use in class and to take home but does not require two sets of textbooks or instructional materials for each pupil. Sufficient textbooks or instructional materials does not include photocopied sheets from only a portion of a textbook or instructional materials copied to address a shortage.
- (q) “State Agency” means the State Departments of Mental Health or Health Services or any other state administrative unit that is or may be required to provide special education or related services to handicapped pupils pursuant to Government Code section 7570 et seq.
- (r) “Superintendent” means the Superintendent of Public Instruction or his or her designee.
- (s) “Teacher vacancy” means a position to which a single designated certificated employee has not been assigned at the beginning of the year for an entire year or, if the position is for a one-semester course, a position of which a single designated certificated employee has not been assigned at the beginning of a semester for an entire semester.

### **Purpose and Scope**

- (a) This policy applies to the filing, investigation and resolution of a complaint regarding an alleged violation by the County Office of federal or state law or regulations governing educational programs, including allegations of unlawful discrimination, in accordance with the provisions of Title 34, CFR, Sections 76.780-783 and 106.8; Title 22, CCR, Sections 98300-98382; and California Education Code Sections 49556 and 8257. The purpose of this policy is to establish a uniform system of complaint processing for specified programs or activities which receive state or federal funding.
- (b) This policy applies to the following programs administered by the Department:
  - (i) Adult Basic Education established pursuant to Education Code sections 8500 through 8538 and 52500 through 52616.5;
  - (ii) Consolidated Categorical Aid Programs as listed in Education Code section 64000(a);
  - (iii) Migrant Education established pursuant to Education Code sections 54440 through 54445;
  - (iv) Career Technical & Technical Education and Training Programs established pursuant to Education Code sections 52300 through 52480;
  - (v) Child Care and Development programs established pursuant to Education Code sections 8200 through 8493;
  - (vi) Child Nutrition programs established pursuant to Education Code sections 49490 through 49560;
  - (vii) Special Education programs established pursuant to Education Code sections 56000 through 56885 and 59000 through 59300;
  - (viii) Federal School Safety Planning requirements.
- (c) This policy also applies to the filing of complaints which allege unlawful discrimination on the basis of ethnic group identification, religion, age, sexual orientation, gender, race, ancestry, national origin, sex, color, or physical or mental disability, in any program or activity conducted by the County Office, which is funded directly by, or that receives or benefits from any state financial assistance.
- (d) Complaints related to sufficiency of textbooks or instructional materials, emergency or urgent facilities conditions that post a threat to the health or safety of students or staff, and teacher vacancies and misassignments shall be investigated pursuant to the County Office's Williams uniform complaint procedure (AR 1020).

### **County Office of Education Responsibilities**

The County Office shall have the primary responsibility to insure compliance with applicable state and federal laws and regulations. The County Office shall investigate complaints alleging failure to comply with such laws and/or alleging discrimination, and shall seek to resolve those complaints in accordance with the procedures set out in County Office uniform complaint procedures.

The County Office encourages the early, informal resolution of complaints at the site level whenever possible.

### **Non-Retaliation**

Complainants shall not be subject to any form of retaliation against any complainant in the complaint process, including, but not limited to, a complainant's filing of a complaint or the reporting of instances of discrimination. Such participation shall not in any way affect the status, grades, or work assignments of the complainant.

### **Confidentiality**

The County Office acknowledges and respects every individual's right to privacy. Discrimination complaints shall be investigated in a manner that protects the confidentiality of the parties and the integrity of the process. This may include keeping the identity of the complainant alleging confidential as appropriate except to the extent necessary to carry out the investigation or proceedings as determined by the Superintendent or designee on a case by case basis.

### **Mediation**

The County Office recognizes that a neutral mediator can often suggest a compromise that is agreeable to all parties in a dispute. In accordance with the uniform complaint procedures, whenever all parties to a complaint agree to try resolving their problems through mediation, the Superintendent or designee shall initiate that process. The Superintendent or designee shall ensure that the results are consistent with state and federal laws and regulations.

### **Notice**

The County Superintendent shall annually notify in writing, as applicable, its students, employees, parents or guardians of its students, the County Office advisory committee, school advisory committees, appropriate private school officials or representatives, and other interested parties of the County Office complaint procedures, including the opportunity to appeal to the Department and the provisions of this policy. The notice shall include the identity (identities) of the person(s), position(s) or unit(s) responsible for processing complaints. The notice shall also advise the recipient of the notice of any civil law remedies that may be available, and of the appeal and review procedures contained in this policy. This notice shall be in English, and when necessary, in the primary language, pursuant to section 48985 of the Education Code, or mode of communication of the recipient of the notice.

Legal References: Title 5, CCR, Sections 4600 et seq.  
First Reading: March 21, 2006  
Second Reading: May 9, 2006  
Adoption: May 9, 2006  
See also: Superintendent Policy 4100  
Supercedes: Board Policy 1010 Adopted March 1, 2005

ALL PERSONNEL

**AR 4262 – Employee Confidentiality Agreement**

It is the policy of El Dorado County Superintendent of Schools (“Superintendent or “EDCOE”) to provide EDCOE employees and students with appropriate privacy and confidentiality protections regarding personal information.

In the course of their work, EDCOE employees may have access to personal information (oral, written or computer generated) about employees, students, or their families. It is in the best interests of EDCOE and its employees that all EDCOE employees acknowledge their duty and responsibility to honor and protect the organizational and individual privacy rights of EDCOE employees by signing the following confidentially pledge.

I understand and agree that as an EDCOE employee my right to access or make use of confidential information and/or data is restricted to my need to know the information or data in order to perform my job duties and responsibilities. I will maintain the privacy and confidentiality of the information and data that I obtain, including its storage and disposal. I will keep all computer access password(s) confidential. If a non-password method of computer access is used, I will take all reasonably feasible steps to restrict access by all unauthorized persons. Before sharing information or data in any form with others, I will make reasonable efforts to ensure that the recipient is authorized to receive that information or data. I will not discuss any confidential information in any inappropriate location including but not necessarily limited to public areas, hallways and gathering spaces.

I will hold all confidential information of which I have knowledge in confidence, as required by law. I agree to utilize confidential information obtained by me only for the benefit of the employee or student or in performance of my job responsibilities.

I understand that unauthorized disclosure, copying and/or intentional or negligent misuse of confidential information is a serious breach of duty and may result in disciplinary action up to and including termination of my employment or contract with EDCOE.

I CERTIFY THAT I HAVE READ THIS CONFIDENTIALITY AGREEMENT, I UNDERSTAND IT, AND I AGREE TO ITS TERMS.

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

Employee Name (print) \_\_\_\_\_

Date \_\_\_\_\_



## EL DORADO COUNTY OFFICE OF EDUCATION

### Notice to Employees

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#### FAMILY AND MEDICAL LEAVE ACT

#### YOUR RIGHTS AND OBLIGATIONS

The El Dorado County Office of Education provides family and medical leave to eligible employees in accordance with the federal Family and Medical Leave Act (FMLA), the California Family Rights Act (CFRA), and the pregnancy disability provisions of the California Fair Employment and Housing Act. This notice summarizes your rights and obligations under these laws. For more detailed information, you may contact the Human Resources Department.

#### Eligibility for Leaves

If you have worked at least 1250 hours in the preceding twelve months prior to the requested leave, you are eligible for FMLA and/or CFRA. All pregnant employees are eligible for pregnancy disability leave (PDL) regardless of length of service.

Qualifying conditions for FMLA and CFRA:

- ✓ Serious health condition of the employee
- ✓ Serious health condition of the employee's child, parent or spouse
- ✓ Birth of a child or placement of a child in the family for adoption or for care
- ✓ Serious illness or injury sustained in the line of duty on active duty in support of a contingency operation by a covered military service member<sup>1</sup> who is the spouse, child, parent or next of kin<sup>2</sup> of the employee
- ✓ Qualifying exigency arising out of the fact that a spouse, child or parent of the employee is a covered military member on active duty or has been notified of an impending call or order to active military duty in support of a contingency operation.

#### Length of Leaves

The Family Medical Leave Acts (FMLA) allows eligible employees to take leave for their own serious health conditions, childcare or specified family member's serious health conditions. Each eligible employee may take up to 12 workweeks of family and medical leave in a 12-month period (26 weeks for qualifying illnesses and injuries incurred during active duty military

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<sup>1</sup> Covered service member means a current member of the Armed Forces (including the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness incurred in the line of duty on active duty.

<sup>2</sup> Next of kin means the "nearest blood relative" of a covered service member other than the service member's spouse, parent, or child in the following order of priority: Blood relatives who have been granted legal custody of the covered service member by court decree or statutory provision, siblings, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver under the FMLA. When a servicemember has made a designation, only that person shall be considered "next of kin."

service). The leave is unpaid, but the employer must continue to make its standard contributions towards health insurance coverage. The U. S. Department of Labor is the agency charged with enforcing the FMLA. More information is available on its website at [www.dol.gov/esa/whd/fmla](http://www.dol.gov/esa/whd/fmla).

The California Family Rights Act (CFRA) allows eligible employees to take an additional leave for 12 workweeks after the birth of a child for child care and bonding after FMLA ends. California law allows employees to take CFRA to care for a registered domestic partner<sup>3</sup> with a serious health condition, or to care for a registered domestic partner's ill child (if that child would be otherwise considered a stepchild). FMLA does not recognize registered domestic partners. Information on the CFRA can be assessed at [www.dfeh.ca.gov](http://www.dfeh.ca.gov).

#### Pregnancy Disability Leave (PDL)

Under PDL, an employee is entitled to unpaid pregnancy disability leave up to 88 working days, if the employee is disabled because of pregnancy, childbirth or other related medical conditions. PDL and FMLA run concurrently. As long as the employee is on PDL, sick leave will be used. Once sick leave is exhausted, the employee will go into differential sick leave, which is the difference between what the employee and a substitute is paid. An employee may use any accrued vacation time, but they are not required to do so under PDL.

#### Military Family Leave Entitlement

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies<sup>4</sup>. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings. FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list. More information on the military-related reasons for family leave can be found at [www.gov/esa/whd/fmla](http://www.gov/esa/whd/fmla) under "Fact Sheets."

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<sup>3</sup> Registered domestic partners are defined as same-sex partners at least 18 years of age sharing a common residence or same or opposite sex partners sharing a common residence where one or both the partners are eligible for social security and if they are of opposite sexes, at least one is age 62 or older. In order to qualify as registered domestic partners, the partners must file a Declaration of Domestic Partnership with the California Secretary of State pursuant to Family Code Section 297.

<sup>4</sup> "Qualifying exigency" leave does not apply to members of the Regular Armed Force; only Reserves, National guard, or retirees who are called into active duty. The call to active duty must be a federal call; state calls to active duty are not covered unless under the order of the President of the United States.

### Advance Notice

30 days' advance notice is required if your need for leave is foreseeable. For events which are unforeseeable, you must notify EDCOE as soon as possible. Failure to comply with these notice rules may result in deferral of the requested leave until you comply with the notice rules.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

### Medical Certification

Written certification from a health care provider is required for either your own serious health condition, pregnancy, or the serious health condition of your family member.

If the leave was for your own serious health condition, you must present medical certification of your ability to return to work.

### Definition of a Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

### Enforcement

FMLA makes it unlawful for any employer to interfere with, restrain, or deny the exercise of any right provided under FMLA; or to discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

**ALL PERSONNEL**

**Employee Safety**

Safety is every employee's responsibility. Unsafe working conditions or practices will not knowingly be permitted to exist. Violations of established safe work practices may result in disciplinary action.

Since employees are more apt to be aware of unsafe conditions, they are encouraged to make recommendations and suggestions regarding potential hazardous or unsafe conditions to their immediate supervisor. In addition, employees shall actively participate in County Office of Education safety programs and observe all established precautionary measures.

Supervisors shall promote safety and correct, as appropriate, any unsafe work practices through education, training and enforcement. Supervisors will ensure that Material Data Safety Data Sheets (MSDS) and training are provided to employees as appropriate. No employee shall be required to work under unsafe or hazardous conditions or to perform tasks which endanger their health, safety or well-being. Protective equipment will be supplied and issued where appropriate. Each supervisor will be responsible for seeing that all employees are issued the necessary protective equipment and that said equipment is worn and used in accordance with safe work practices. Working conditions and equipment shall be maintained in compliance with standards prescribed by federal, state and local law and regulation.

Adequate education, training and enforcement procedures shall be developed. An injury and illness prevention training program which complies with applicable law will be implemented and maintained. Procedures for communicating requirements to employees and the enforcement of conditions shall be part of the program. Appropriate records shall be maintained to ensure there is documentation of County Office of Education compliance with the applicable law.

Purchase and use of known hazardous chemicals are prohibited in County Office of Education programs except under unusual circumstances. Employees shall seek and use suggested safe alternative non-hazardous chemicals.

Legal Reference:

EDUCATION CODE

32000-32066 School Safety: public and private institutions

32200-32254 School Safety: public institutions

LABOR CODE

6305 Occupational safety health standards and orders: special order

6310 Retaliation for filing complaint prohibited

6401.7 Injury prevention programs

CODE OF REGULATIONS, TITLE 8

3203 Injury and Illness Prevention Program

## **BLOODBORNE PATHOGENS**

### **FOR YOUR PROTECTION SOME FACTS ABOUT INFECTIOUS DISEASES**

#### **The most common infectious diseases found in schools are:**

- ⇒ common cold
- ⇒ flu
- ⇒ impetigo
- ⇒ pink eye
- ⇒ strep throat
- ⇒ chicken pox

#### **You will be less likely to come in contact with:**

- ⇒ Hepatitis B
- ⇒ HIV (the AIDS virus)
- ⇒ Sexually Transmitted Diseases

#### **Universal Precautions Can Protect You**

Taking universal precautions will result in fewer illnesses, in general, for you and the people around you.

#### **Medical Confidentiality**

It is important confidentiality of all medical information concerning students and co-workers be maintained, especially for those who have AIDS/HIV infection. Sharing information about someone who has AIDS/HIV infection is prohibited by law and punishable by fine in California. At school and in other public settings, it is unlikely that you will know who is infected with the viruses that cause AIDS/HIV, Hepatitis B, or many other diseases. Taking universal precautions can protect you and prevent the spread of disease. You will not need to know who is infected or which diseases they may be carrying if you always use Universal Precautions.

### **UNIVERSAL PRECAUTIONS CAN PREVENT THE SPREAD OF INFECTIOUS DISEASES**

Protect yourself from infectious diseases by taking these simple precautions:

#### **WASH your hands with liquid soap – not bar soap – and running water:**

- ⇒ before preparing food, before and after eating
- ⇒ after using the restroom
- ⇒ before and after administering first aid
- ⇒ after contact with any body fluids (blood, saliva, vomitus, feces, urine, semen, menstrual flow, wound drainage, nasal discharge, etc.)
- ⇒ after removing disposable gloves

**WEAR disposable gloves whenever you will be:**

- ⇒ touching any body fluids, particularly blood
- ⇒ examining the mouth or assistant with dental care
- ⇒ coming in physical contact with anyone who has open cuts, lesions, etc.

**Do not reuse gloves; throw them away after each use**

**USE care when disposing of trash**

- ⇒ Use trash containers lined with plastic bags when disposing refuse that contains blood/body fluids.
- ⇒ Put needles, syringes, or other sharp objects in special puncture-proof containers.  
**Do not bend, break or recap needles.**
- ⇒ Tie plastic bags and discard each day.

**USE disinfectants.**

**Clean all areas soiled with blood and body fluids (table tops, sinks, toilets, desks, etc.) with a fresh solution of one part chlorine bleach to 10 parts water, or with a disinfectant approved by the Environmental Protection Agency.**

**What is AIDS/HIV Infection?**

AIDS (Acquired Immune Deficiency Syndrome) is the advanced stage of HIV (Human Immunodeficiency Virus) infection. The virus attacks the body's immune system, leaving it open to life threatening infections and malignancies. The virus may also directly attack the central nervous system. Persons infected with HIV often have no apparent symptoms and usually appear to be in good health. More than half of the persons in the United States who have been diagnosed with AIDS (the advanced stage of HIV) have died.

**What is Hepatitis B?**

Hepatitis B is an infection of the liver caused by a virus present in blood and other body fluids of infected persons. Less than 50% of the people who become infected show symptoms of illness. The symptoms -- like those of Hepatitis A -- include fatigue, mild fever, muscle/joint aches, nausea, vomiting, loss of appetite and abdominal pain. In some patients, the urine turns dark and the skin becomes yellow. Symptoms may begin to appear up to six months after exposure to the virus. Death is not common in Hepatitis B, but 5-10% of those infected become long-term carriers. Up to 25% of the carriers may develop serious chronic liver disease.

**How Do They Spread?**

Both HIV and Hepatitis B can be spread in the following ways:

- ⇒ any sexual activity involving direct contact with semen, blood or vaginal secretion of an infected person;
- ⇒ sharing intravenous (IV) needles and/or syringes with someone who is infected;
- ⇒ penetrating the skin with unsterile objects, such as those used for tattooing, ear piercing, etc.
- ⇒ direct contact of infected blood with cuts, broken skin or mucous membranes of the eye or mouth;
- ⇒ receiving blood transfusions or blood products from someone who is infected (an HIV screening test has been used since 1985 that has reduced the risk of AIDS to 1 in 68,000 in California);
- ⇒ being born to an infected mother.

### **How Can HIV and Hepatitis B be prevented?**

#### **In the Classroom**

The way you are most likely to be exposed to AIDS/HIV infection and Hepatitis B in the school setting is when your broken skin comes directly in contact with the blood of an infected person.

Spread of Hepatitis B may sometimes occur in special education settings and classrooms attended by developmentally delayed students who become Hepatitis B carriers while in hospital or residential facilities. The risk of transmitting Hepatitis B in these special education classroom settings can be almost eliminated by good environmental and personal hygiene. Ask your physician about receiving a protective vaccine.

#### **Other Settings**

Sexual intercourse and sharing intravenous equipment are the behaviors that most often transmit the viruses that cause Hepatitis B and HIV infections. The major risk of exposure to Hepatitis B, HIV/AIDS, and sexually transmitted diseases in general, can be virtually eliminated if:

- ⇒ your sexual relationship is mutually monogamous and neither you nor your partner is infected; and
- ⇒ you refrain from sharing intravenous equipment.

Proper use of condoms combined with water-based lubricants containing spermicide during sexual intercourse greatly reduces the risk of transmission of these diseases. Intravenous equipment and any equipment used to penetrate the skin should not be shared.

A person infected with HIV or Hepatitis B can transmit the infection even though they may not appear ill. Some people may carry the virus(es) for years without showing symptoms.

There is no vaccine to prevent AIDS/HIV infection. There is a safe and effective vaccine to combat Hepatitis B. The cost of the vaccine may be covered by your employee health insurance benefits.

## **FACTS ABOUT WORKERS' COMPENSATION**

### **The Way it Was**

In the early 20<sup>th</sup> century, a worker injured on the job had to sue his employer to recover medical expenses and lost wages.

Lawsuits took months and sometimes years. Juries had to decide who was at fault and how much if anything would be paid. In most instances, the worker got nothing. It was costly, time consuming and often unfair.

### **The Way It Is**

Today, the California workers' compensation law provides a faster, fairer way to take care of injured workers...where fault doesn't have to be proved to recover medical expenses and lost wages.

The job-injury insurance is paid for by your employer and supervised by the state. If you can't work due to a job-related injury or illness, workers' compensation pays your medical bills and provides money to live on until you can return to work.

### **Who's Covered?**

Almost every employee in California is protected by workers' compensation, but there are a few exceptions. People in business for themselves and unpaid volunteers may not be covered. Maritime workers and federal employees are covered by similar laws. If you have a question about coverage, ask your employer.

### **What's Covered?**

Any injury or illness is covered if it's due to your job. Everything from first-aid type injuries to serious accidents is covered. Worker's compensation even covers injuries – including physical or psychiatric injuries – resulting from a workplace crime. (Some injuries from voluntary, off-duty recreational, social or athletic activity - for example, the company bowling team - may not be covered. Check with your supervisor or the Claim Administrator listed below if you have questions.)

Coverage is automatic and immediate. There's no qualifying period, no need to earn a certain amount in wages before you're covered ... protection begins the first minute you're on the job.

### **What You Have To Do**

Immediately notify the Early Intervention Nurse (**1-877-742-3467**) at Schools Insurance Authority and your immediate supervisor so you can get medical help right away. If it's more than a simple first-aid injury, the Early Intervention Nurse will give you a claim form so you can describe the injury and how, when and where it happened. Complete the claim form and return it to the Schools Insurance Authority as soon as possible. Prompt reporting is the key to prompt benefits.

### **Benefits**

The California workers' compensation law guarantees you three kinds of benefits:

- All reasonable and necessary medical care for your injury or illness...with no deductibles. Medical benefits may include treatment by a doctor, hospital services, lab

tests, x-rays, and medicines, but for injuries on or after January 1, 2004, state law limits some medical services.

- For injuries after January 1, 2004, if your injury or illness caused permanent disability, your employer doesn't offer appropriate modified or alternative work, and you don't return to work for the employer within 60 days of when temporary disability ends, you may be eligible for a supplement job displacement benefit. This is a nontransferable voucher for education-related retraining and/or skill enhancement at state-approved schools. The amount ranges from \$4,000 to \$10,000 in vouchers, depending on the level of permanent disability.

## **Benefit Payments**

→ **Medical Care:** All medical expenses for reasonable and necessary treatment will be paid directly by the claims administrator, so you should never see a bill. The name and address of the claims administrator whose name is posted at your workplace, so you should never see a bill.

→ **Temporary Disability:** If you're unable to work for more than three days, including weekends, you are entitled to temporary disability (TD) payments to help replace your lost wages. About two weeks after reporting the injury, you'll get a check. You will continue to receive temporary disability checks every two weeks after that until the doctor says you can return to work. (Payments won't be made for the first three days, however, unless you're hospitalized as an inpatient or unable to work more than 14 days). The amount of these checks will be two-thirds of your average wage, subject to minimums and maximums set by the state legislature. It probably won't be the full amount of your regular paycheck, but there are no deductions and the payments are tax free. Under state law, for a single injury occurring on or after April 19, 2004, TD payments may not extend for more than 104 compensable weeks within two years from the date of the first payment, or for more than 240 weeks within five years from the date of the first payment; or for more than 240 weeks within five years from the date of injury for a few long-term injuries such as severe burns or chronic lung disease.

→ **Permanent Disability:** If your doctor says your injury or illness will always leave you somewhat limited in your ability to work, you may receive permanent disability benefits. The amount depends on the doctor's report, how much of the permanent disability was directly caused by your work, and factors such as your age, occupation, type of injury, and date of injury. The minimum and maximum amounts are set by state law, and vary by injury date, but if you have a permanent disability, your claims administration will send you a letter explaining how the benefit was calculated. In general the total amount is set at a weekly rate spread over a fixed number of weeks. The first payment is due within 14 days after the final temporary disability payment, or if you were not receiving temporary disability, 14 days after your doctor says your condition is permanent and stationary. After that, the benefit will be paid every 14 days until you reach the maximum or you settle your case and receive a lump sum.

→ **Death Benefits:** If the injury or illness causes death, payments may be made to your relative or household members who were financial dependent on you. These benefits are set by state law and the amount depends on the number of dependents. The payments are made at the same rate as temporary disability payments. In addition, workers' compensation provides a burial allowance. Worker's compensation sometimes is confused with State Disability Insurance (SDI). They seem similar, but there are important differences. Workers' compensation insurance covers *on-the-job* injuries and illnesses and is paid for entirely by your employer. On the other hand, SDI covers *off-the-job* injuries. The El Dorado County Office of Education does not participate in state disability.

## **If You Have Questions ...**

...ask your supervisor or employer representative. Or contact your administrator: Jeremy Meyers, Executive Director, Human Resources (530) 295-2219. You can also contact an information and assistance officer at the State Division of workers' compensation. Information and assistance officers are available at no charge to answer questions and review problems. You can call 1-800-736-7401 or check the local listing in the white pages of the phone book under State Government Offices/Industrial Relations/Workers' Compensation.

## **WORKERS' COMPENSATION FRAUD IS A FELONY**

**Anyone who knowingly files or assists in the filing of a false workers' compensation claim may be fined up to \$50,000 and sent to prison for up to five years (Insurance Code Section 1871.4).**

## **MORE ABOUT MEDICAL CARE**

Good medical care is important—to you, your family and your employer. Qualify medical treatment is the quickest way to recover.

- If first-aid is available at your workplace, get immediate treatment and report where, when and how the accident happened. If it's an emergency, get the best treatment available, and then report the injury to the **Early Intervention Nurse at 1-877-742-3467**. The Early Intervention Nurse will provide you with the claim form.
- To make sure you get all your benefits, complete the claim form and return it to the Early Intervention Nurse as soon as possible.
- If additional medical care is necessary, and you haven't selected a physician or health care organization prior to the injury, your claim administrator will arrange appropriate treatment. The doctor will be familiar with workers' compensation requirements and will report promptly so benefits can be paid.
- If you want to change doctors for any reason, ask your employer or claims administrator. They're as interested as you are in your prompt recovery and return to work and will give you a list of other qualified doctors to choose from.
- You are entitled to be treated by your own personal physician if you've notified your employer of the doctor's name and address in writing before the injury. For further information, ask your employer.
- If you haven't predesignated a physician before the injury, you can switch to your own doctor after the employer's medical control expires, 30 days after the injury is reported. (Special rules governing employer medical control apply if you are a member of a Health Care Organization, so check with your claim administrator if that's the case.) If you want advice about specialists, talk to your claim administrator. In any event, report your choice as soon as you make it so the bills will be paid for you. Above all, don't treat yourself. Even minor injuries need expert care. Prompt, quality medical care is the best investment you and your employer can make.

## **In An Emergency .....**

1. Be sure first aid is given.
2. See that the injured employee is taken to a doctor or hospital if necessary.
3. Report all injuries immediately to the **Early Interventions Nurse at 1-877-742-3467**.

4. Call Jeremy Meyers, at 530-295-2219, if you have questions. Free help and information is also available by contacting a Division of Workers' Compensation information and assistance officer at 1-800-736-7401 or at the local office listed in the telephone book.

**Emergency Phone Numbers**

**Emergency: 911**

**Claims administered by:  
Schools Insurance Authority**