

DESCHUTES COUNTY

INSTRUCTIONS – Volunteers/Interns

Complete the following forms and return to Deschutes County
Personnel Department, 1300 NW Wall St., Ste 201

Health & Mental Health Only

Drug Screen Consent Form –return with completed packet below
Drug Screening Instructions

Retain Risk Management Letter – Secondary Insurance Information

Application – 3 pages

Volunteer Information

Criminal Background Check Consent Form

Confidentiality Agreement

Acknowledgement of Receipt - Deschutes County Policies

Read the Policy Packet and sign the Acknowledgement &

Appendix C – Complete and sign

and/or

Appendix B – Driver's License & Insurance Information

Complete only if you are driving your personal vehicle

on County business - refer to Policy RM-1 Driving

on County Business & Vehicle Operation

Retain Policies

HR-8

HR-9

HR-10

RM-1

IT-1

Security Awareness Training Module



Department of Personnel

1300 NW Wall St, Suite 201, Bend, OR 97701-1960
(541) 388-6553 - Fax (541) 330-4626
www.co.deschutes.or.us

DESCHUTES COUNTY

PRE-EMPLOYMENT CONSENT FORM

Part of the hiring process for Deschutes County includes testing for controlled substances. If you wish to complete the process, you must participate in such testing and consent to such testing by signing this form.

I understand that if I am found to be under the influence of intoxicants I will not be hired as a Deschutes County employee and will be barred from applying for county employment for a period of one year. Any consent to testing is voluntary on my part.

I consent to testing of a urine specimen provided by me in order to determine the presence of controlled substances, and recognize that the results of an analysis of such specimen will be used to determine suitability for employment. I authorize the release of the testing results to authorized Deschutes County officers, agents, and employees.

Name (please print)

Signature

Date



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VOLUNTEER DRUG SCREENING

- Candidate must report to the Mt. Medical Immediate Care Center within 24 hours of notification. Failure to obtain a screening within 24 hours may disqualify the candidate.
- Inform the candidate to avoid drinking large quantities of fluids prior to testing. This may invalidate the specimen and they will have to be retested. Failing the integrity portion of the test twice will disqualify your candidate.
- Candidate should bring photo identification to the Mt. Medical Immediate Care Center. Identification is very important. Testing will not be conducted without identification.
- Testing results will normally be telephoned to Personnel the following workday if the specimen is provided before 4:30 p.m. Monday through Friday.
- Testing Location:

Mt. Medical Immediate Care Center
1302 NE Third Street
Bend, OR 97701

541-388-7799

8 a.m. to 7:00 p.m. Monday through Friday

10 a.m. to 6 p.m. Saturday & Sunday

(Please be at the clinic at least 30 minutes before closing to perform a UA)

(Please contact Tracy in the Personnel Department if you have any questions: 385-1408)



Deschutes County Risk Management Department

1300 NW Wall Street, Suite 200, Bend, OR 97701

Dear Volunteer:

Deschutes County Risk Management carries a secondary accident insurance policy that may cover your medical expenses if you sustain an injury while performing volunteer duties on behalf of the county. We **do not** provide Workers' Compensation benefits to you.

To be eligible for benefits through Deschutes County's secondary carrier (CIMA), your primary health insurance benefits, including Medicare and Medicaid, must first be exhausted. If you do not have a primary health insurance carrier, your entire claim will be referred to CIMA for consideration.

- Notify your supervisor **immediately** if you are injured while working as a Deschutes County volunteer.
- If medical care is necessary, ask your supervisor for a VIS (Volunteer Insurance Services) claim form. I can provide this form if your supervisor does not have one available. Fill out the Claimant/Volunteer portions of the form, including the "Authorization to Release Information" and "Claimant Authorization & Other Insurance Information" sections.
- Return the completed form to Judy Sumners, Deschutes County Risk Management. Make sure you have completed and signed all applicable sections, or there may be a delay or denial of benefits.
- Deschutes County Risk Management will submit your claim to CIMA. Payment of any benefits will be made directly to the medical provider. **Deschutes County assumes no responsibility for your unpaid medical bills.**

I can be reached Monday through Thursday at (541) 385-1749 or judys@deschutes.org if you have any questions.

Sincerely,

Judy Sumners
Claims Coordinator

Volunteer Application



Address: 1300 NW Wall Street, Suite 201, Bend, OR 97701

Supervisor: _____ Dept.: _____

Name: _____
Last First Middle

Mailing Address: _____
Street City State Zip

Business Phone: () - Home/Message Phone: () -

Oregon Driver's License #: _____

Yes No

- Are you a citizen of the United States or, if not, are you legally authorized to work in the U.S.?
 As an adult, have you ever been convicted of an offense other than a minor traffic violation? If 'yes', please explain below the nature, date, and location. _____

Please indicate (X) which of the following types of volunteer services you are willing to accept/are available for:

- Evening Volunteer Seasonal (Volunteer for the summer or winter seasons)
 Weekend Volunteer Other _____

REFERENCES:

1. _____
Name Address Phone # Occupation
2. _____
Name Address Phone # Occupation
3. _____
Name Address Phone # Occupation

EDUCATION AND TRAINING: Do you have a high school diploma, GED or equivalent? Yes No

Please list all colleges, universities, military, trade, business or other schools attended.

School	Major	Total # Credits	Degree

SKILLS/ABILITIES: List any skills/abilities you have which are pertinent to the volunteer work you are applying for: _____

LICENSES/CERTIFICATES: List licenses or certificates you possess which may relate to the volunteer work you are applying for (i.e. driver's license, First Aid, CPR, etc.)

Title	Number	Issuing Agency	Date Issued	Date Expires

EXPERIENCE: Please list in chronological order, your complete work history, including paid and volunteer positions, military and intern experience. Please attach a separate sheet or sheets if necessary. The information provided must be complete and accurate. **A resume may be submitted but will not be accepted as a substitute for completing this section.**

Name And Address Of Employer:		Supervisor's Name, Title And Phone #:
Your Title:		Duties and Responsibilities:
From: Mo/Yr	To: Mo/Yr	
Total Years/Months:		
<input type="checkbox"/> Volunteer		Reason for Leaving/Comments:
Name And Address Of Employer:		Supervisor's Name, Title And Phone #:
Your Title:		Duties and Responsibilities:
From: Mo/Yr	To: Mo/Yr	
Total Years/Months:		
<input type="checkbox"/> Volunteer		Reason for Leaving/Comments:

Conditions of Volunteer Service - Deschutes County

CERTIFICATION, AUTHORIZATION AND RELEASE: I certify that all information on this Application is accurate, complete and true to the best of my knowledge. I understand that providing any false, inaccurate, incomplete or misleading information may result in my disqualification from consideration for service as a volunteer with Deschutes County.

I authorize Deschutes County to investigate the accuracy and truthfulness of all information provided on this Application and to contact my current and former employers, listed references and any other persons who can verify information provided on this Application. I authorize all persons involved in the selection process to discuss and review the results of any such investigation or contacts. I further authorize all contacted persons and employers to provide to Deschutes County information concerning this Application, my background and my suitability for service as a volunteer with Deschutes County. By signing below, I release from liability each person, employer, agency or organization who or which provides any information regarding me or my previous employment or experience and I further release Deschutes County and its elected officials, officers, employees and agents from liability for any use or disclosure for purposes related to consideration of my Application to serve as a volunteer with Deschutes County, of any information obtained related to my Application.

I further understand and agree that I may be required to undergo a personal background check for certain volunteer positions. This may include, but is not limited to, obtaining records from the following sources: National Crime Information Center, Federal Bureau of Investigation, Oregon Law Enforcement Data System, Department of Motor Vehicles, and Deschutes County Computer Clearing House files. I hereby authorize Deschutes County to conduct a personal background check, as deemed necessary for my position.

If selected as a volunteer for Deschutes County I will conform to the rules and regulations of Deschutes County. I understand and agree that my service as a volunteer can be terminated by Deschutes County at any time for any reason and that, as a volunteer, I have no expectation of or any right to any salary, wages or other employment benefits with Deschutes County.

As a volunteer for Deschutes County, you need to understand the extent to which you are not covered by Deschutes County Insurance. Please read the following carefully and sign below.

Motor Vehicle Liability: If you use a personally owned vehicle in the course of your volunteer service for Deschutes County, you are required to have and maintain minimum automobile liability insurance required by the State of Oregon Financial Responsibility law. You must provide verification of vehicle insurance to the department responsible for supervising your volunteer service. These levels of coverage will provide you primary coverage for any accident involving your vehicle. You must be an Oregon licensed driver in good standing and meet Deschutes County's driver standards to drive as part of your volunteer service.

Medical/Disability Insurance: Workers' Compensation benefits are not provided. It is your responsibility to provide your own personal medical insurance coverage. Accident insurance may be provided by Deschutes County, which may provide benefits after claims are first submitted to your insurance carrier. As a volunteer, you assume ultimate responsibility for medical, dental and vision bills incurred while performing volunteer service.

Reporting Responsibility: If you are involved in an accident while performing volunteer duties for Deschutes County, you must inform the person in the County responsible for overseeing your volunteer service of the accident within 24 hours from the time of the accident unless you are unable to do so because you are incapacitated or due to other emergency circumstances reasonably beyond your control.

Department to report to: _____ Supervisor: _____

Assigned Duties: _____

Will your duties include driving? Yes No **If yes, list your driving convictions for the past three (3) years:**

Will duties require driving your personal vehicle? Yes No **If yes, please list your insurance company and expiration date of your automobile policy:**

Automobile Insurance Company: _____ Expiration Date: _____

In case of emergency, please notify: _____
Name Home Phone Work Phone

I have read, understand and agree to the *Conditions of Volunteer Service, Motor Vehicle Liability, and Medical/Disability Insurance* sections set forth above.

Signature

Date

If the volunteer is under the age of 18, the volunteer's parent or guardian must approve the minor's volunteer service. As the parent or guardian of the volunteer listed above, for myself and my minor child, I have read, understand and agree to the *Conditions of Volunteer Service, Motor Vehicle Liability, and Medical/Disability Insurance* sections set forth above. Through the signature below, I authorize Deschutes County personnel to transport my minor child for and to obtain emergency medical care or treatment for my minor child, if required.

Signature of Parent or Guardian

Date

Signature of Agency Supervisor

Date

VOLUNTEER INFORMATION

(Date Completed)

(First)

(Middle Initial)

(Last)

Email: _____

(Please provide your email address if you have one)

EMERGENCY CONTACT INFORMATION

Please provide at least one:

(First)

(Last)

(Contact Number or Numbers including area code)

(First)

(Last)

(Contact Number or Numbers)



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Consent Form to Request Information for a Criminal Background Check

I understand that Deschutes County will conduct a criminal history background check as part of the procedure for processing my application for employment.

I understand that Deschutes County will conduct an investigation that verifies my social security number and includes obtaining information regarding my past employment and criminal background. I understand the criminal history background check will include my counties of residence to search for criminal records.

I also understand that before I am denied employment based on information obtained in the report, I will receive a copy of the report and a written description of my rights under the Fair Credit Reporting Act.

I understand if I disagree with the accuracy of any information in the report, I must notify Deschutes County Personnel Office representatives within three (3) business days of receipt of the report. If I notify Personnel within this time, I will have a reasonable opportunity to address the information contained in the criminal history background check report.

I understand that the information contained in the criminal history background check will be available to those persons involved in making employment decisions or performing the background investigation, and that this information will be used for the purpose of making employment decisions.

Caution – Read Before Signing

I hereby consent to the criminal history background check as described above and authorize Deschutes County to obtain reports concerning my background as stated above. I hereby release Deschutes County, its officers, agents and employees from any and all liability related to Deschutes County using my criminal background information to make employment decisions.

Signature of Applicant _____ Date _____

Print **FULL** Name _____
(First) (Middle) (Last)

Social Security No.: _____ Date of Birth _____

Driver's License Number _____ State of License _____

Position Applied For _____ Department _____

Deschutes County is authorized to conduct criminal history background checks on job applicants pursuant to Deschutes County General Policy. You may request a copy of this policy from the Personnel Department. Providing your social security number and date of birth are necessary to perform these investigations and will only be used with your consent for the purposes described above. Date of Birth information is obtained for identification purposes only and will not be used as a basis for making employment decisions.

CONFIDENTIALITY AGREEMENT

DESCHUTES COUNTY EMPLOYEE OR VOLUNTEER

Deschutes County employees and volunteers have an obligation to safeguard confidential information and records to which they have access or become aware of during the performance of their job duties. Confidential information is information, which is private, or which the law prohibits disclosure of to unauthorized persons. For example, medical records, mental health records, personal information and financial records of individuals and businesses are confidential.

It is important that you understand your obligation to maintain the confidentiality of information and records you may access or become aware of while volunteering for Deschutes County. Improper disclosure or release of confidential information or records can be damaging or embarrassing and can result in personal legal liability or criminal penalties. Also, any employee or volunteer who improperly uses, discloses or releases confidential information or records will be subject to disciplinary action, up to and including termination of employment or volunteer status with Deschutes County. Except as is necessary to perform official work for Deschutes County, no employee or volunteer of Deschutes County is authorized to use, disclose or release any information or records to which the employee or volunteer has access or becomes aware of during his or her work for Deschutes County without the express approval of the employee's or volunteer's supervisor or Department Head.

As an employee of or volunteer with Deschutes County, you need to agree to abide by the laws and policies governing confidentiality by signing this Confidentiality Agreement. If, at any time, you have any questions regarding confidentiality laws or policies or regarding your obligation to maintain the confidentiality of any information or records, you are to contact your supervisor, Department Head or Deschutes County Legal Counsel.

BY SIGNING BELOW, I CERTIFY THAT I HAVE READ AND UNDERSTAND THIS AGREEMENT, THAT, AS AN EMPLOYEE OF OR VOLUNTEER WITH DESCHUTES COUNTY, I HAVE A DUTY TO ABIDE BY THE LAWS AND POLICIES REGARDING CONFIDENTIAL INFORMATION AND RECORDS AND THAT I WILL ABIDE BY THOSE LAWS AND POLICIES. I FURTHER UNDERSTAND AND AGREE THAT, IF I IMPROPERLY USE, DISCLOSE OR RELEASE CONFIDENTIAL INFORMATION OR RECORDS, I WILL BE SUBJECT TO DISCIPLINARY ACTION, UP TO AND INCLUDING TERMINATION OF MY EMPLOYMENT OR VOLUNTEER STATUS WITH DESCHUTES COUNTY.

Employee or Volunteer (Print)

Signature

Date

ACKNOWLEDGEMENT OF RECEIPT
DESCHUTES COUNTY POLICIES

By signing below, I acknowledge that I have received and read a copy of the following Deschutes County Policies:

- HR-8, Drug Free Workplace
- HR-9, Prevention of Violence in the Workplace
- HR-10, Non-Harassment and Non-Discrimination
- RM-1, Driving on County Business & Vehicle Operation, Appendix B and C
- IT-1, Computer, E-Mail and Mobile Computing Device Use
- Security Awareness Training Module

As an employee, volunteer, or agent of Deschutes County, I understand that I have a duty to comply with these and all other County policies and agree to comply with these policies. If I have any questions about the policies or the application of the policies, it is my obligation to contact my supervisor or department head for clarification of the policies. I further understand and agree that, if I violate County policy, I will be subject to disciplinary action, up to and including termination of my employment or services with Deschutes County.

DATED: _____

Employee Name (Please print)

Employee Signature

Department



APPENDIX C

I, _____, with _____
(Please print) (Department)

hereby certify that I have read Deschutes County Policy No.: RM-1, "Driving on County Business & Vehicle Operation", and I fully understand this policy as it pertains to my responsibilities with Deschutes County.

Signed: _____

Dated: _____

DRUG-FREE WORKPLACE

STATEMENT OF POLICY

It is the policy of Deschutes County that there is zero tolerance for drug and alcohol use that in any way threatens the public welfare and the health, safety and productivity of County employees.

APPLICABILITY

This policy applies to any individual who conducts business for the County, is applying for a County position or is conducting business on the County's property. This policy also applies to, but is not limited to, all County employees, volunteers, elected officials, and interns.

This policy applies during all working hours, whenever conducting County business or representing the County, while on call, while on paid standby, while on or in County property and while working at County-sponsored events. This policy also applies during meal periods or other breaks if an individual is expected to return to work after the meal period or break. Testing limits in this policy are separate and apart from the Federal Department of Transportation Motor Carrier testing program, and if both policies apply, two separate tests will be conducted.

The alcohol restrictions in this policy are not intended to apply to social gatherings and community events on County property where employees are not working or are not expected to return to work.

POLICY AND PROCEDURES

In General

Deschutes County is committed to protecting the safety, health and well being of all employees and other individuals in our workplace. We recognize that alcohol and drug abuse pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

The County does not intend to interfere with the private lives of its volunteers, elected officials, and County employees. However, the County expects its volunteers, elected officials, and employees to report to work in a condition to perform duties in a safe, effective and efficient manner.

This policy recognizes that employee involvement with alcohol and other drugs can be very disruptive, adversely affect the quality of work and performance of employees, pose serious health risks to users and others, and have a negative impact on productivity and morale.

As a condition of employment, the county requires that employees adhere to this policy

regarding the use and possession of drugs and alcohol and notify the County of any criminal drug statute conviction. Deschutes County encourages employees to voluntarily seek help with drug and alcohol problems.

Notification of Convictions

An employee must provide written notification to his or her supervisor if he or she is found guilty of, pleads guilty or no contest to, or is sentenced for a violation of a criminal drug statute that occurred in the workplace. A criminal drug statute is a federal or state law, violation of which carries the possibility of incarceration and which involves the manufacture, distribution, dispensation, use or possession of any controlled substance. The notification must be within five (5) calendar days of the triggering event. The supervisor will immediately notify the Personnel Department. When appropriate, federal contracting agencies will be notified within ten (10) calendar days. In accordance with federal law, the County will take appropriate action within thirty (30) days of the notification.

Assistance

Deschutes County recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our employees, our drug-free workplace policy:

- Encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.
- Encourages employees to use the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.
- Offers all regular employees and elected officials, as well as their family members, assistance with alcohol and drug problems through the Employee Assistance Program.
- May allow the use of applicable accrued paid leave while seeking treatment for alcohol and other drug problems.

Treatment for alcoholism and/or other drug use disorders may be covered by the employee benefit plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee.

Communication

Communicating the drug-free workplace policy to both supervisors and employees is critical to our success. To ensure all employees are aware of their role in supporting our drug-free workplace program all employees will receive a written copy of this policy and a copy of the signed certificate of receipt will be placed into their official personnel file.

Definitions

1. Controlled Substances - all forms of narcotics, depressants, stimulants, hallucinogens, and cannabis; the sale, purchase, transfer, use or possession of which is prohibited or restricted by law. This includes, but is not limited to, any drug or its immediate precursor classified in Schedules I through V under the federal Controlled Substances Act, as modified by the Oregon Board of Pharmacy.
2. Drugs and Alcohol - the terms have their common meaning.

3. Illegal Drug/Illegal Drug Use - any drug which is unlawful for the person to use, possess or distribute under Oregon or federal law. Illegal drug use means the actual or attempted possession, use, manufacture or delivery of an illegal drug, and the use of prescription or over the counter drugs in amounts which exceed standard dosage or that do not generally follow the prescription.
4. Reasonable Suspicion -having specific and articulable facts and inferences concerning work performance, appearance, behavior, and other circumstances that would lead a reasonable person to believe that the individual is or has been under the influence of drugs or alcohol while on duty.
5. Over-The-Counter Drugs - drugs which are generally available without a prescription from a medical doctor and are limited to those drugs which are capable of impairing the judgment or functioning of an employee to safely perform his or her duties. It is the employee's responsibility to determine whether or not any particular over-the-counter drug is safe for use.
6. Substance Abuse Professional (SAP) - a licensed physician (medical doctor or doctor of osteopathy), or a licensed or certified psychologist, social worker, employee assistance professional, or addiction counselor (certified by the National Alcoholism and Drug Abuse Counselors Certification Commission) with knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders.
7. Under the Influence - A person is under the influence if the person's mental or physical faculties are adversely affected to a noticeable or perceptible degree by the use of alcohol or illegal drugs. A person is deemed "under the influence" if the person tests positive for alcohol or illegal drugs under this policy.

Prohibited Conduct

The following conduct is strictly prohibited and may subject an employee to immediate discipline, up to and including termination:

No employee shall report for duty, attempt to report for duty, or remain on duty under the influence of any detectable level of alcohol, illegal drug, or prescribed or over-the-counter medication that is used unsafely. The Sheriff may grant an exemption to the restrictions of the on-duty use of alcohol for employees acting in an undercover capacity.

An employee is responsible for taking reasonable measures to ensure that his or her lawful drug or medication use does not affect his or her abilities to safely perform work duties. Reasonable measures include, but are not limited to, reading warning labels and consulting with nurses, physicians, pharmacists and other health care professionals. In the event that lawful drug or medication use could compromise the employee's ability to perform his or her duties safely, the employee shall notify his or her supervisor to avoid unsafe workplace practices.

No employee shall be on duty, operate a County-owned motor vehicle or a personal vehicle while on County business while the employee is in possession of alcohol, unless possessing the alcohol is part of the employee's official duties.

No employee shall refuse to submit to a drug or alcohol test under this policy.

No employee shall report to duty, attempt to report for duty or remain on duty after testing

positive or having an adulterated or substituted test specimen for alcohol or illegal drugs.

Circumstances for Testing

Drug testing will be administered consistent with state and federal laws. The Sheriff's Office may provide more stringent standards than those listed below.

1. Pre-Employment Testing - applicants applying for position that fall under the drug testing program, excluding volunteers, shall undergo testing for illegal drugs following a conditional offer of employment for a position with the County. These generally include positions that are required to regularly drive on county business, work with sensitive populations, regularly have access to legally confidential information, and work in public safety.
2. Reasonable Suspicion Testing - an employee must submit to testing for alcohol and/or illegal drug use if his or her supervisor or other County representative has reasonable suspicion to believe that the employee has violated this policy. Reasonable suspicion must be based upon specific observations concerning work performance, appearance, behavior, and/or body odor of the employee. In the case of illegal drug use, the observations supporting a reasonable suspicion finding may also include indications of chronic use and withdrawal effects of a drug.
3. Post-Accident Testing - individuals covered by this policy that are driving a motor vehicle involved in an accident while on county time, or while driving a county vehicle, shall be tested for alcohol and controlled substances if there is a determination of reasonable suspicion that the employee was under the influence; or the damage threshold consists of a fatality, serious physical injury or property damage in excess of \$10,000.

In these cases, the person shall report the accident to his or her supervisor as soon as practical. Any individual who is subject to post-accident testing shall remain readily available for such testing, provided that this requirement shall not be construed to require the delay of necessary medical attention for injured people following the accident, or to prohibit the individual from leaving the scene of an accident to obtain necessary emergency medical care. The results of a breath, saliva or urine test for the use of alcohol or controlled substances, conducted by federal, state or local officials having independent authority for the test(s), shall be considered to meet the requirements of this section, provided such tests conform to the requirements of this policy and further provided that the results of such tests can be obtained by the County.

4. Return-to-Duty Testing - before returning to duty, any employee who has violated this policy must undergo a return-to-duty test and have results that indicate no detectable level of alcohol or illegal drugs.
5. Follow-up Testing - following a determination by a substance abuse professional that an employee is in need of assistance, the employee shall, upon returning to work, be subject to unannounced follow-up alcohol and/or drug testing. The number and frequency of such follow-up testing shall be as directed by the substance abuse professional, and shall consist of at least six (6) tests in the first twelve (12) months following the employee's return to duty. The substance abuse professional may terminate the requirement for

follow-up testing at any time after the first six tests have been administered or require follow-up testing for up to 60 months from the employee's return to duty.

Method of Testing

Alcohol testing will be conducted by a license professional chosen by the County through a breath or saliva test. Drug testing will be conducted by a license professional chosen by the County through a urine test. Any attempt to alter the integrity of the sample shall be cause for immediate termination or withdrawal of the offer of employment. If testing reveals a positive result, the employee may request a second test at a second licensed laboratory at his or her expense. The employee must request the second test within two (2) business days after the receipt of the results from the first test. If the results of the second test refute the results of the first test, the results of the second test will be determinative.

Testing

Any individual who is subject to being tested for alcohol or illegal drug use must submit for testing immediately upon notification to do so by his or her supervisor or other designated County representative.

A refusal to be tested shall be treated as a positive test result. A refusal is any conduct that is inconsistent with complete cooperation to be tested or any attempt to alter or adulterate a sample. Specific examples of a refusal include, but are not limited to the following.

1. Failing to report to or leaving the County job site or test site, or failing to report to or leaving a specified on-site location for transport to the testing site if the testing site is other than a County facility, before the required testing and/or collection is completed.
2. Failing to remain readily available for post-accident testing, provided that this requirement shall not be construed to require the delay of necessary medical attention for injured people following an accident, or to prohibit the employee from leaving the scene of an accident to obtain necessary emergency medical care.
3. Failing to provide the adequate amount of breath necessary for alcohol testing without a valid medical explanation.
4. Failing to provide the adequate amount of urine necessary for testing without a valid medical explanation.

Consequences of Prohibitive Conduct, Failed Testing or Treatment/Follow-up Violations

One of the goals of our drug-free workplace program is to encourage employees to voluntarily seek help with alcohol and/or drug problems. If, however, an individual violates this policy, the consequences are serious.

In the event of a test that reveals the presence of illegal drugs, there is a presumption that the drug use is illegal under this policy. The person shall have the burden of establishing that his or her drug use was lawful.

Any probationary, extra help employee or volunteer who violates this policy shall be terminated immediately. In the case of applicants, the bonafide offer of employment is contingent upon the successful passing of a post-job offer alcohol and drug screen. If the person tests positive for illegal drug use the offer of employment shall be withdrawn and the opportunity to reapply for any County job may be revoked.

Violation of any provision of this policy by any individual who is conducting business for the County, while under contract with the County, shall be cause for the County to terminate the contract, unless the contractor elects to take appropriate actions with the individual who violated this policy.

The following provisions apply to all other employees in regular positions who have completed their probationary period.

Any employee who violates any of the provisions in this policy will be removed from the job immediately or may be subject to termination following applicable due process procedures. Further, the County will also report positive test results, to any agency from which the employee holds a professional license or certificate related to the employee's essential job duties.

If an employee is not terminated, the employee will not be permitted to return to work until all applicable requirements are completed and the employee is evaluated by a substance abuse professional. The treatment or rehabilitation program used may not be the substance abuse professional's private practice or be provided by a person or organization from which the substance abuse professional receives remuneration or has a financial interest.

The substance abuse professional shall determine what assistance, if any, the employee needs in resolving problems associated with alcohol misuse and/or controlled substance use. If determined necessary by a substance abuse professional, the employee must properly follow any treatment or rehabilitation program prescribed. Once the treatment and/or rehabilitation program is initiated, the employee may not switch agencies without prior approval of the substance abuse professional. The employee may only switch agencies once. The employee must be reevaluated by the substance abuse professional to determine that the employee has properly followed the prescribed treatment or rehabilitation program.

The employee must undergo a return-to-duty test with the result indicating no detectable level of alcohol or illegal drug.

Time off the job for any employee who violates any of the provisions in this policy shall be on unpaid leave for the remainder of the day that the violation(s) occurred and until a verified appointment with a substance abuse professional has been scheduled. After an appointment has been scheduled, the employee may use accrued leave. In addition, the County will, upon notice of a positive test result, begin disciplinary action.

If termination of employment does not result for the violation of any of the provisions in this policy, the employee shall be required to sign a "Last Chance Agreement" upon first notice of the eligibility to return to work and prior to any commencement of work. Those employees who are covered by a collective bargaining agreement shall have the right to confer with a Union steward prior to signing the agreement. The agreement shall include an expiration date of thirty-six (36) months after successful completion of the treatment plan. Failure to sign the last chance agreement will result in the employee's immediate termination. The agreement shall clearly state that any future positive alcohol or drug test will result in the employee's immediate termination.

Employee's Responsibility after Violation

Any employee, who is not terminated for any violation of the provisions of this policy, and is eligible for a drug/alcohol treatment program, is responsible for pursuing all requirements of contacting a substance abuse professional and following the prescribed treatment program in a manner which will allow his or her return to work as quickly as possible. The employee shall sign an agreement allowing the County Administrator, or his/her designee, to contact the substance abuse professional to assure continued progression in the prescribed treatment. Failure of the employee to make a verified appointment with a substance abuse professional within five (5) working days following the violation will be cause for the employee's employment with Deschutes County to be terminated. Failure to continue meaningful progress toward completing prescribed treatment as determined by the substance abuse professional may be cause for the employee's employment with Deschutes County to be terminated.

Payment of Program Costs and Drug and Alcohol Testing

The Personnel Department will pay all costs for pre-placement, reasonable suspicion and post-accident testing. The employee's time for reasonable suspicion and post-accident testing will be paid by the employee's department. The candidate's time for a pre-employment test will not be County-paid time.

Any employee who violates any of the provisions of this policy, or engages in prohibited conduct identified above will be responsible to make all arrangements and pay for the dependency evaluation, treatment, return-to-work testing, and follow-up testing, if any. An employee who has a test performed on a split sample following a positive drug test must make the arrangements and pay for the second test. The County will reimburse the employee for the testing cost if the retest result refutes the initial positive test.

Searches

Deschutes County reserves the right to search, without employee consent, all areas and property over which the County maintains joint or full control. All County-owned vehicles, equipment, offices, desks and lockers shall be subject to search. Refusal to submit to a search or refusal to cooperate in any investigation will subject the employee to disciplinary action, up to and including termination.

Make Whole Provision

An employee shall be made whole for any action taken by the County as a result of a false positive test including the reinstatement of any leave that the employee was required to use, any unused vacation or sick leave, reimbursement for any unpaid leave, retraction of discipline, and nullification of the last chance agreement.

Confidentiality

All information received by the County through the drug-free workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

Training

Supervisors will be trained to identify Alcohol and Controlled Substances Reasonable Suspicion.

Approved by the Deschutes County Board of Commissioners on February 17, 2009.

Dave Kanner
County Administrator



Deschutes County Administrative Policy No. HR-9
Effective Date: July 25, 2007

PREVENTION OF VIOLENCE IN THE WORKPLACE

STATEMENT OF POLICY

It is the policy of Deschutes County that there is zero tolerance of threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals on County worksites or as part of County work activities.

APPLICABILITY

This policy applies to all Deschutes County employees and volunteers.

POLICY AND PROCEDURES

Definitions

- A. Harassment: A form of behavior that to a reasonable person is intimidating, hostile, threatening, violent, abusive or offensive.
- B. Threat or Threatening Behavior: A physical, verbal, or written act that expresses, or is reasonably perceived as expressing, an intent to cause physical or psychological harm, or both, to anyone covered by this policy, or an act that is reasonably perceived as expressing intent to cause damage to property.
- C. Worksite: Any place where Deschutes County conducts business. This includes County-owned or leased offices or buildings, County-owned vehicles, personal vehicles when used within the course and scope of conducting Deschutes County work, clients' homes, and other locations where Deschutes County business is being conducted.
- D. Violence or Violent Behavior: A physical, verbal, or written act carried out or caused to be carried out which results, or may result, in physical or psychological harm, or both, to an individual covered by this policy, or damage to property. Examples of violent conduct include but are not limited to physical displays of aggression, such as hitting, pushing, pinching, grabbing, making threatening gestures, or throwing objects. Also covered by this definition are situations in which physical or psychological harm occurs, even if such result was not intended (e.g., horseplay and practical jokes).
- E. Workplace Violence: Includes harassment, threats, threatening behavior, and violence and violent behavior.

In General

Deschutes County will not tolerate threats, threatening behavior, or acts of violence by its officers, employees, agents, or other persons at a worksite against employees, visitors, guests, or other individuals by anyone. The intent of this policy is to maintain safety and security for all people on all County worksites.

Any person who makes threats, exhibits threatening behavior, or engages in violent acts will be removed by law enforcement as quickly as safety permits and shall have no further contact with County employees pending the outcome of an investigation.

Each County employee is empowered to take immediate action by calling law enforcement representatives through 9-1-1 emergency responders, to terminate the behavior in progress. Employees should also report behavior they regard as threatening or violent if that behavior is job-related or might be carried out on a County-controlled site. After addressing immediate concerns, each employee is responsible for notifying his or her immediate supervisor or other Department/Program manager of conduct that may constitute workplace violence. This includes reporting any threats, threatening or violent behavior, or harassment occurring at a Deschutes County worksite or in connection with

Deschutes County employment. The conduct may be that which they have witnessed or received or have been told that another person has witnessed or received.

Following an immediate response to terminate workplace violence, employees are responsible for reporting such conduct, regardless of the relationship between the individual who initiated the threat and the person who was threatened. If a supervisor is notified of a threat, or receives a threat, the supervisor is responsible for immediately notifying his or her supervisor, other affected Department/Program managers, and Risk Management.

Deschutes County will not tolerate retaliation against an employee, volunteer or other County representative who reports or experiences workplace violence. Deschutes County will conduct a prompt investigation of the alleged workplace violence and initiate a timely and appropriate response.

Employees who engage in workplace violence, real or perceived, against co-workers, supervisors, clients, providers, volunteers, or other individuals associated with Deschutes County are in violation of this policy. Violations of this policy by an employee will lead to disciplinary action, which may include reassignment of job duties, suspension, or termination of employment and may include referral to law enforcement authorities and subsequently result in criminal charges.

Deschutes County will also respond to workplace violence where individuals other than employees are involved. Appropriate actions may include suspension or termination of business relationships, suspension or termination of volunteer status, and/or referral to law enforcement authorities and subsequently result in criminal charges and criminal prosecution of the person(s) involved.

Employees who apply for or obtain a protective or restraining order that lists County locations as protected areas must provide copies of any restraining order documents to their direct supervisor. Supervisors must report restraining order documents to Risk Management. Deschutes County has confidentiality procedures that recognize and respect the privacy of the reporting employee(s), to the extent allowable to ensure a workplace free of threatening or violent behavior.

Incident Response and Follow-up

A. If circumstances call for immediate action, and in the employee's judgment any delay caused by first notifying a supervisor may jeopardize his or her, or others' safety, the employee shall immediately obtain the assistance of emergency responders by calling 9-1-1. Most County phones first require dialing 9 for an outside line.

B. In response to threatening or violent behavior, no employee, manager or County representative, shall take any action that will risk his or her own safety or the safety of others in the area. No employee or volunteer should ever attempt to restrain or forcibly evict an armed person or dangerous person from the premises.

C. Any supervisor receiving knowledge of a threat or potential threat of violence shall immediately notify his or her supervisor, unless circumstances call for immediate action, in which case reporting documents shall be prepared immediately after the threat of danger has passed.

D. The supervisor shall notify managers of other departments/agencies at the worksite, or in other locations that may be affected, of clients or visitors who are considered a potential immediate threat. When a supervisor/manager receives knowledge that an individual may pose a threat to employees, the supervisor/manager will provide staff with a safety plan, including a description of the client or visitor, and the steps to take if the individual appears. Risk Management can provide assistance with any departmental safety or response plan.

E. The worksite supervisor shall ensure that the employee receiving any threat or act of violence initiates a "Violence Incident Report Form." If the employee will not be available within 24 hours, the supervisor shall complete the form as thoroughly as possible without input from the employee. When the employee becomes available, the supervisor shall thoroughly update the office copy of the report with additional information.

F. The supervisor shall, within 24 hours, provide a debriefing with affected employees in order to analyze the incident and receive input from employees on necessary corrective action. The supervisor will use this information to complete the supervisor's section of the "Violence Incident Report Form." The supervisor shall obtain the safety committee's review of the incident consistent with the department's established procedure for reviewing other incidents.

G. For acts of violence, or threats perceived by staff to be of a traumatic nature, supervisors are encouraged to meet with all staff, at a time they judge to be appropriate, to review the incident and answer employee concerns. For very traumatic incidents, such as those involving employee injury or threat with a weapon, supervisors shall contact Deschutes County's Employee Assistance Program contractor, and request group counseling. Attendance is voluntary.

H. Action directed towards individuals, other than employees, in violation of Deschutes County's policy, will be at the direction and coordination of Risk Management. If an employee is in violation of this workplace-violence policy, the supervisor may initially consult directly with Risk Management if involving a higher level of management would cause unreasonable delay.

I. The supervisor shall forward, within 24 hours, a copy of the "Violence Incident Report Form," completed as thoroughly as possible, to the Risk Management office. Risk Management will provide incident information to County Administration.

General Protocol/ Prevention Activities

Protocols and prevention activities are established to provide:

- 1) Actions to be taken by Deschutes County management and employees to reduce the threat of workplace violence;
- 2) Steps for departments/programs to take following an incident of violence.

Each department or division will:

A. Designate an employee and alternate for each department as contact in the event of an incident or potential incident; this designation must be updated annually. Each department must develop and post individual policies and procedures specific to that department. Each department must provide training for new employees and volunteers on County and department policies/procedures upon hire. Periodic, ongoing training programs will be provided by Risk Management or as required by Departmental assessment.

B. Notify employees of Deschutes County's zero tolerance for workplace violence by posting County and department policies and procedures in locations visible to employees, contractors, visitors and volunteers, and as well will inform individuals covered by this policy of the requirements and procedures to report all threats or violence encountered during their work with Deschutes County.

C. Inform individuals covered by this policy of the incident response procedure and of the Violence Incident Report Form.

D. Inform individuals covered by this policy that they would not be retaliated against for reporting workplace violence.

E. Report immediately any conduct occurring on a Deschutes County's worksite, or site related to Deschutes County's work activity, which may constitute a threat or act of violence. This includes conduct that is received or witnessed directly or reported by a third party. Every employee or County representative is empowered to take immediate action by calling law enforcement representatives through 911.

F. Notify managers of other Deschutes County departments, or other occupants in co-housed buildings or other locations, who may be affected, of clients or visitors who are considered to pose a potential immediate threat. Deschutes County departments will develop and provide staff with a safety plan, including a description of the client or visitors.

G. Inform employees and volunteers that if they are involved in a non-work related or domestic situation which may pose a risk to the workplace, that they are encouraged to inform their supervisor or Risk Management. This is voluntary. Management will obtain the employee's consent before notifying staff that are determined necessary to carry out a safety plan.

H. Inform employees who apply for or obtain a protective or restraining order that lists County locations as protected areas they must provide copies of any restraining order documents to their direct supervisor, who will in turn provide Risk Management with a copy of the restraining order. Risk Management and/or department managers will evaluate and determine County staff that will be notified to carry out a safety plan.

I. Inform employees, volunteers, contractors, and visitors who witness conduct which may violate this policy they, without fear of retaliation, shall report such conduct in a manner consistent with reporting procedures specified elsewhere in this policy.

J. Understand individual offices are encouraged to review their departmental emergency plan with Risk Management and local law enforcement.

Training Components

A. Risk Management and County departments will assess the level of risk within Deschutes County worksites and provide job-appropriate information and/or training to employees whose job duties are likely to expose them to aggressive persons or threats of violence. Workplace violence training will be provided on a quarterly basis through Risk Management. Risk Management will provide curriculum and invite non-County professionals to present training materials (e.g., training components addressing specific classes of violence including domestic violence awareness).

B. Based on an employee's or volunteer's job duties and reasonably anticipated risk of exposure to threats or acts of violence, some or all of the following training elements shall be included, no later than six months after the effective date of this policy, or by the completion of trial service for new employees and orientation for volunteers:

- Identification of warning signs of potentially violent persons.
- De-escalation skills for dealing with aggressive behaviors including the aggressive behavior of mentally ill persons or substance abusers.
- Building security.
- Field work and/or travel safety.
- Home visit safety.

C. Supervisors, or employees with lead roles, and other employees or members of management whose job responsibilities may involve responding to issues of workplace violence, shall receive training or

information on some or all of the following topics, no later than six months after the effective date of this policy, or by the completion of trial service for new employees and orientation for volunteers:

- Domestic violence--possible indicators of abuse and response.
- How to conduct a critical-incident debriefing.
- How to conduct an investigation, how to complete an incident report, whom to notify within and outside of the department, and how to route the report form.
- Role of Employee Assistance Program.
- Safety-committee role and other levels of review within the department.
- Clarification and training on what behaviors or acts are inappropriate and constitute violence as provided by the definitions.

Approved by the Deschutes County Board of Commissioners July 25, 2007

Dave Kanner
County Administrator



Deschutes County Administrative Policy No. HR-10
Effective Date: October 27, 2004

NON-HARASSMENT AND NON-DISCRIMINATION POLICY

STATEMENT OF POLICY

It is the policy of Deschutes County to implement and enforce a “zero tolerance” policy prohibiting any form of harassment or discrimination, and to maintain a work environment that is professional, respectful and accessible to its employees and to protect the rights of its employees.

APPLICABILITY

This policy applies to all Deschutes County personnel, and to agents of and contractors to the County.

POLICY AND PROCEDURES

Title VII of the Civil Rights Act of 1964, ORS 659A.030, and other Oregon and federal laws prohibit harassment or discrimination on the basis of certain protected classes. This policy establishes Deschutes County's commitment to provide a work environment which is free from harassment or discrimination.

GENERAL STATEMENT:

To maintain a work environment that is professional, respectful and accessible to its employees and to protect the rights of its employees, Deschutes County continues to implement and enforce a “zero tolerance” policy prohibiting any form of harassment or discrimination.

DEFINITIONS:

A. Harassment: For purposes of this policy, "Harassment" is defined to mean behavior that is unwelcome, personally offensive, or fails to respect the dignity of co-workers and which is based on gender, race, color, age, religion, disability, marital status, family status, national origin or any other "protected class" established by Oregon or federal law.

B. Sexual Harassment: For purposes of this policy, "Sexual Harassment" is defined to mean harassing behavior based on sex or gender and includes, but is not limited to sexual advances, requests for sexual favors, and other verbal or physical conduct which is of a sexual nature or is based on gender, where:

Submission to such conduct is made, or implied to be, a term or condition of employment;

Submission to, or rejection of, such conduct is used as a basis for employment decisions;
or

Such conduct has the effect of interfering with an employee's work performance, or creates a work environment which is intimidating, uncomfortable or offensive.

Conduct which may constitute sexual harassment under this policy includes, but is not limited to:

- Leering, innuendo, teasing, jokes, remarks, questions, or comments of a sexual nature.
- Unwelcome flirtation, propositions, sexual advances or gossip or comments about an employee's sexual or interpersonal relationships.
- Subtle or overt pressure for sexual activity.
- Displaying or sending by any form of written communication (including e-mail), sexually graphic, suggestive or nude photographs, cartoons, graffiti, posters, calendars, pin-ups or other writings.
- Verbal or physical abuse of a sexual nature, or because of an employee's gender.
- Language of a derogatory or demeaning nature which is directed primarily to one gender.
- Intentional physical contact which is sexual in nature, such as touching, pinching, patting, holding or brushing up against an employee's body.

C. Discrimination: For purposes of this policy, "Discrimination" is defined to mean unequal and unfavorable treatment of an employee which is not permitted by Oregon or federal law and which is based on the employee's gender, race, color, age, religion, disability, marital status, family status, national origin or any other "protected class" established by Oregon or federal law.

POLICY:

1. Harassment of or discrimination against employees or volunteers of Deschutes County is prohibited by Deschutes County.

2. This "zero tolerance" policy prohibits not only harassment or discrimination committed by co-workers, supervisors, managers, department heads and elected officials, but also harassment or discrimination committed by volunteers, suppliers, vendors, contractors, service providers and other third parties who have interaction with Deschutes County employees.

3. Deschutes County will promptly investigate all reports, complaints or incidents of alleged violations of this policy which Deschutes County management becomes aware of and will take appropriate corrective action in all cases in which it is determined by the Deschutes County Personnel Department that a violation of this policy has occurred.

4. Any form of retaliation against any employee who reports, makes a complaint of or provides information regarding any alleged harassment or discrimination is prohibited by Deschutes County.

RESPONSIBILITIES:

Elected officials, department heads, managers and supervisors are charged with the responsibility of implementing, enforcing and making employees aware of the protections and procedures of this policy. Department heads, managers and supervisors who become aware of conduct which may violate this policy are required to report the alleged conduct as soon as reasonably possible, not exceeding seven (7) calendar days, to the Personnel Services Manager. Department heads, managers and supervisors who do not report to the Personnel Services Manager conduct that may violate this policy will themselves be subject to disciplinary action, up to and including possible termination of employment.

The Personnel Department is responsible for reviewing all complaints of alleged harassment or discrimination, all complaints of alleged retaliation, for providing oversight of the investigation of all complaints of alleged harassment, discrimination or retaliation, for determining if a violation of this policy has occurred and, if it is determined that a violation of this policy has occurred, for implementing any corrective action.¹ The Personnel Department is also responsible for coordinating and overseeing all training of County managers, supervisors and employees regarding this policy. When a complaint of alleged harassment, discrimination or retaliation is received by the Personnel Services Manager, the Personnel Department shall consult with County Legal Counsel and, if practicable, with the County Administrator and the County Risk Manager to determine an appropriate course of action before initiating any investigation, before determining if a violation of this policy has occurred and before approving any corrective action.

All employees have a shared responsibility with management to work towards the elimination, correction and prevention of harassment and discrimination in the workplace. It is the responsibility of each employee who feels that he or she has been subjected to any form of harassment or discrimination to bring the situation to the attention of Deschutes County management so that management can appropriately investigate and address the situation.

Any employee who has questions or concerns regarding this policy at any time is expected to address such questions or concerns to his or her supervisor, department head or to the Personnel Services Manager.

PROCEDURES:

A. Reporting Harassment or Discrimination

Employees who personally experience, witness or obtain knowledge of conduct they believe to be harassment or discrimination shall report such conduct to any of the following, and need not proceed through any applicable chain of command:

- The immediate supervisor of the employee who is the alleged victim or of the employee who is the alleged harasser or discriminator.

¹ In any case in which alleged conduct that may violate this policy involves the Personnel Department, the conduct shall be reported to the County Risk Manager who will assume all responsibilities under this policy of the Personnel Services Manager and the Personnel Department regarding review of complaints or reports of alleged harassment or discrimination, regarding investigation and regarding implementing corrective action.

- The head or manager of the department, division or work group of the alleged victim or the alleged harasser or discriminator.
- The Personnel Services Manager (385-3208)
- The County Risk Manager (385-3217)
- The County Administrator (388-6565)

Reports or complaints may be made orally or in writing. Oral complaints will be written down by the person receiving the complaint or by the Personnel Services Manager.

B. Protection Against Retaliation

When a complaint or report of alleged harassment or discrimination is received, the accused employee and the alleged victim shall be informed of the County's prohibition against retaliation. Employees who feel they have been subjected to retaliation are encouraged and expected to report any such retaliation to any person listed in Section A above or directly to the Board of County Commissioners.

C. Investigation of Alleged Harassment, Discrimination or Retaliation

In all cases of alleged harassment, discrimination or retaliation, the Personnel Department shall make an initial determination of whether the alleged conduct may violate this policy.

If it is determined by the Personnel Department that any alleged conduct may violate this policy, an investigation will be conducted to determine if a violation of this policy has occurred. The level of investigation will be determined by the Personnel Department. Any investigation will be commenced promptly, will be conducted in a fair and expeditious manner, and will, when practicable, be concluded within thirty (30) calendar days from the date the report or complaint of the alleged harassment, discrimination or retaliation is received by a person listed in Section A above.

The results of each investigation will be summarized in writing by or for the Personnel Department and will be provided to the department head or department heads of the alleged victim and the alleged harasser or discriminator unless the department head is the alleged harasser or discriminator in which case the written investigation report will not be given to that department head.

A copy of each written investigation report will be given to the Personnel Services Manager, the County Administrator, County Legal Counsel and the County Risk Manager unless one of those individuals is a subject of the investigation as a complainant, alleged victim or alleged harasser or discriminator in which case the report will not be given to that individual.

The alleged victim, each complainant and the alleged harasser or discriminator will be informed at the conclusion of the investigation whether the alleged conduct constituted a violation of this policy.

D. Corrective Action

After an investigation is conducted, appropriate corrective action will be taken in all cases in which it is concluded by the Personnel Department that a violation of this policy has occurred.

Corrective action options include, but are not limited to, counseling, warning, further training or instruction, reassignment, oral or written reprimand, suspension without pay, dismissal from employment or other disciplinary action which is consistent with any applicable collective bargaining agreement or the County Personnel Rules given the nature and seriousness of the conduct and all relevant circumstances. After the written investigation report is submitted, the responsible department head or manager will confer with the Personnel Department to determine what corrective action is appropriate. Any corrective action must be approved in advance by the Personnel Department. The implementation of corrective action must be documented in writing by the department implementing the corrective action.

Deschutes County retains its authority and prerogative to take corrective or disciplinary action to address any behavior which does not constitute a violation of this policy.

The alleged victim and each complainant shall be informed whether any corrective action has been taken.

E. Appeals

If any alleged violation of this policy is made the subject of a grievance under a collective bargaining agreement or the Deschutes County Personnel Rules, the appeal of any determination made under this policy shall be made in accordance with the grievance procedures established by the applicable collective bargaining agreement or the Deschutes County Personnel Rules.

If any alleged violation of this policy is complained of but not through filing a grievance, then the appeal of any determination made under this policy shall be made to the Deschutes County Board of Commissioners. Any such appeal must be submitted to the Board in writing within ten (10) calendar days after the date the complainant and the alleged victim are notified of the determination. The Board shall consider and decide any such appeal within thirty (30) calendar days after the appeal is submitted in writing to the Board. The Board will issue a written decision concerning the appeal. The Board, at the sole discretion of the Board, may, but is not required to, convene a hearing to consider the appeal before the Board issues a decision regarding the appeal.

Appeals of any corrective or disciplinary action imposed pursuant to this policy shall be taken in accordance with the grievance procedures established by the applicable collective bargaining agreement, or, if no collective bargaining agreement applies, by the Deschutes County Personnel Rules.

Approved by the Deschutes County Board of Commissioners October 27, 2004.

Dave Kanner
County Administrator



Deschutes County Administrative Policy No: RM-1
Effective Date: 11/8/06

DRIVING ON COUNTY BUSINESS & VEHICLE OPERATION

STATEMENT OF POLICY

It is the policy of Deschutes County to ensure that all operators of a vehicle used on official County business are qualified to drive and drive safely. This policy includes County-owned, privately owned, and rented motor vehicles used on County business. The purpose of this policy is to ensure the safety of the public, employees, volunteers and clients by determining that vehicle operators have sufficient knowledge of proper vehicle handling, as evidenced by a safe driving record.

APPLICABILITY

The provisions of this policy apply to any employee, elected official, agent or volunteer of the County who may drive a County, personal or rental vehicle on County business, or who may transport a passenger while driving on County business. If any provisions of this policy conflict with or differ from provisions of the vehicle operation standards for sworn law enforcement personnel of the Deschutes County Sheriff's Office standard operating procedures (e.g., "Pursuit Driving,"), then the provisions of the Sheriff's standard operating procedures shall prevail.

POLICY AND PROCEDURE

In General

When driving is a condition of employment, the employment offer shall be made contingent upon verification of an acceptable driving history.

No vehicle, while on County business, shall be operated by an improperly licensed driver, or by a driver with an unacceptable driving record as defined within this policy.

County vehicles shall not be used for personal business or activities. Only authorized, emergency or on-call personnel may use an assigned vehicle for driving to and from work. Incidental stops (e.g., fueling, rest room stops, lunch breaks, etc.) may be necessary during the course of conducting County business. Such stops should be brief, along the normal route expected of that vehicle, and not account for mileage above that required for the conduct of the authorized County business. Abuse of this provision may be interpreted as misuse of County property.

It is the responsibility of the Risk Manager to ensure that all vehicle operators have fulfilled the requirements of this policy including having on file current driver's license information on appropriate drivers. The employing department will ensure that finalists for positions have an acceptable driving history. The supervising department will annually verify compliance with personal vehicle insurance requirements for those representatives driving personal vehicles.

Except in emergencies, only authorized drivers shall operate a County vehicle.

Failure to adhere to the provisions of this policy may result in disciplinary action up to and including termination according to County policy and applicable collective bargaining agreements.

Definitions

For the purpose of this policy, unless otherwise specified, the following definitions shall apply:

"Driver(s)" means any officer, elected official, agent, employee or volunteer who is authorized to drive on County business.

“County Business” means any County sanctioned activity performed within the scope of a driver’s assigned duties.

“Vehicle” means any authorized mode of transportation used to conduct County business (e.g., County or privately owned, leased, and/or rented vehicles and equipment). Motorcycles are not an authorized mode of transportation.

Applicants

Employment applications for positions that require driving will include a statement informing applicants that the employment offer will be contingent upon an acceptable and verifiable driver’s license and driving history. The applicant shall provide a current Department of Motor Vehicles (DMV) certified court print of their driving history, dated within one week of a contingent job offer, to Risk Management and the supervising department. The driving record will be evaluated for acceptability of the driving standard as defined in this policy and Appendix A. The class of license will be appropriate to the vehicle operated during County business. The County will not reimburse applicants for the cost of obtaining driving records.

Applicants, including internal candidates, who do not provide required documents, will not be considered for employment or promotion for positions that involve driving. If the position for which the applicant is being considered is subject to a background investigation, a review of the applicant’s driving record shall be included in the background investigation. If the position is not subject to a background investigation, Risk Management and the supervising department shall request a DMV certified court print from the applicant.

Out-of state applicants shall be required to obtain a copy of their driving record to be sent to the supervising department by fax or mail. Once residing in Oregon, the successful applicant shall obtain an Oregon Driver’s license within 30 days of residency. Failure to obtain an Oregon Driver’s license within 30 days of residency will end authorized driving privileges, which may lead to termination of employment for positions requiring driving responsibilities.

Current Drivers

The Risk Management Department shall order, maintain and review the driving records of any persons who use a vehicle to conduct County-related business. Current drivers will have their DMV certified court print reviewed by Risk Management and the supervising department if they have been:

1. Reassigned or promoted into positions that require driving (even if reassigned or promoted from a position that requires driving), and/or;
2. Involved in a collision or are convicted of a misdemeanor or felony traffic offense while driving on County business. A DMV certified court print will also be reviewed if a driver is involved in a collision or has been convicted of a traffic offense on his or her own time and it results in a change in their driving status.

Drivers may use County vehicles only on official County business. Drivers who desire to utilize their own vehicles on official County business must provide to their supervisor current proof of insurance and renewals at minimum levels required by state law.

Oregon Department of Motor Vehicle’s (DMV’s) “auto-flag” system will be utilized, which notifies Risk Management of changes to a driving record. Risk Management shall notify the supervising department of any changes that may affect a person’s ability to drive on behalf of Deschutes County.

Two or more suspensions or revocations within a five year period will be reviewed by the Risk Management Department. A case by case assessment will be made by Risk Management and the

supervising department with regard to the cause of suspension, revocation, or other loss of driving privileges. Individuals covered by this policy shall immediately report to their supervisor any changes in driving status, whether due to citations, suspensions, restrictions or revocation of driving privileges (whether on or off the job) or any other change in their driving status which violates the standard for an acceptable driving record. The supervisor shall notify Risk Management of any license status changes and Risk Management will rate the driver status, based on current requirements of this policy and as shown in Appendix A.

Most accidents are preventable, and a frequency of accidents may indicate poor driver skills. Two or more accidents within a five year period shall be reviewed by the Risk Management Department and/or an Accident Review Committee. If applicable, a defensive driving course and/or other approved driver training may be required. Drivers with a history of “at-fault” accidents may be prohibited from driving on County business.

The supervising department shall review driving status and insurance requirements of all their drivers at their annual performance review, or annually if performance reviews are not required (e.g., volunteers). Random reviews may also be conducted by Risk Management and/or the supervising department.

Volunteers

This policy shall also apply to anyone serving Deschutes County in a volunteer capacity who drives as a provision of their volunteer duties. Volunteers shall be required to complete a volunteer application packet and provide current proof of insurance if authorized to operate their personal vehicle for County business. Volunteers shall immediately report to their supervisor any change in driving and/or insurance status that may affect their ability to drive as a volunteer.

Driver Education

For those who drive on County business, operators of County owned or personal vehicles shall attend a County approved driver’s education class and a refresher class every two years. Drivers who are involved in collisions or receive moving citations must take the next available driving class. Documentation of class completion will be monitored by Risk Management and the supervising department. New drivers must take the first available driver’s education class after hire. The County skid car program meets driver education requirements under this section.

Using Personal Vehicles for County Business

With supervisor approval, drivers may elect to use their personal vehicle on County business. They must fulfill the driver’s education requirements outlined above and have proof of insurance coverage on file with the supervising department. All drivers who use personal vehicles on County business must complete a Driver’s License and Insurance Information form (Appendix B). Drivers shall be responsible for informing their supervisor of a change in insurance status after the initial proof of insurance is filed. Driving a personal vehicle on County business without the required insurance coverage may be grounds for termination from County service.

When personal vehicles are used for regular County business, owners shall assure their supervisor that:

1. The vehicle is in good mechanical condition;
2. The vehicle is insured with state-required minimums under Oregon law, and;
3. A current driver’s license and insurance information form is on file with Risk Management and the supervising department.

When using a personal vehicle on County business, drivers will be subject to the same restrictions and requirements set forth for drivers of County vehicles. This includes the driver’s education requirements, utilization of personal restraint devices, restrictions on passengers, and any other guidelines set forth in

this or any other County policy statement. Drivers must request approval from their immediate supervisor prior to traveling on County business in a personal vehicle. In cases where prior approval is not received, it shall be the County's position that the travel is of a personal nature and not related to County business.

"Blanket" approval by a department director is allowable in those cases where selected staff members consistently utilize personal vehicles on County business.

Rental Vehicles

When using a rental vehicle for County business, County representatives shall confer with Risk Management to obtain appropriate liability and property damage insurance offered by the vehicle rental company.

County Vehicles and Out of State Travel

Specific County owned vehicles have been authorized for out-of-state travel. Deschutes County maintains a separate insurance policy on those vehicles, and their use shall be preauthorized. New drivers must be added to the policy held by Risk Management.

Passengers

It is generally the policy of the County not to transport passengers or other individuals who do not work for the County. It is recognized, however, that under certain circumstances such as prisoner transport or ride-along programs, that individuals other than County employees may be passengers in a County or personal vehicle.

The following are authorized passengers and are permitted to ride in County or personal vehicles that are used for County business:

1. County employees and/or volunteers conducting County business
2. Officers and agents representing the County
3. Vendors and contractors working under a services contract with the County and covered by an employer's Workers' Compensation insurance
4. Participants in official County business, training, tours and programs
5. Representatives of other governmental agencies working with the County
6. Family members in emergency situations, when no other means of transport is available
7. Law Enforcement K-9 units and Animal Control, authorized and certified assistive service animals, and animals used in therapeutic treatment programs by the Juvenile Department. Pets are not authorized.

A restriction on passengers shall apply to personal vehicles for County business with the exception of a family member traveling with the County representative to seminars, conferences or other training activity that occurs outside of Deschutes County. Drivers on County business shall inform the passengers that the County will not be responsible for injury to passengers unless their presence in the vehicle is directly related to a County provided service.

Because drivers may work in remote or isolated areas, they may occasionally encounter a stranded motorist. Drivers should know that:

1. There is no obligation to stop and render assistance;
2. All objective circumstances regarding personal safety should be considered before electing to stop;
3. The only preauthorized action is to help connect the stranded motorist with appropriate roadside assistance.

Safety and Security

Safe driving practices can result in fewer traffic incidents. Drivers should be well prepared for operating a vehicle before using roadways. Safe driving requires concentration on driving, avoiding distractions, and practicing defensive driving techniques. Drivers are expected to obey all traffic laws and regulations to reduce the risk of accidents, in spite of unsafe driving by others and/or adverse conditions. Specific safety and security measures applicable to County drivers are as follows:

1. Operators of County vehicles, equipment, or other vehicles used on County business shall obey all traffic laws, equipment, registration and licensing requirements applicable to the vehicle. Heavy equipment operators shall comply with applicable regulations governing the use of such equipment.
2. Operators and passengers of vehicles equipped with safety belts are required to wear safety belts. Operators of off-road equipment are required to use lap belts and/or shoulder straps as supplied by the manufacturer. It is the responsibility of the operator to see that all passengers are in compliance. Airbags shall be operable and under no circumstances should a manual override switch be used to turn off airbags.
3. Except for those who are required to use cellular phones and two-way radios as part of their regular job duties (e.g., road crews and law enforcement), drivers shall not make or receive calls while driving on County business. If the need arises to make or receive a cell phone call while driving, the driver shall stop the vehicle in a designated parking area before using the phone. If roadside parking is permissible and conditions allow for safe parking, drivers may pull to the side of the road to make or receive a call.
4. All County vehicles shall be equipped with general safety equipment which includes road flares or traffic signaling devices, fire extinguisher, first aid, and accident reporting kits.
5. Operation of a motor vehicle on County business, whether privately or County owned, while consuming or under the influence of alcohol or controlled substances, is prohibited and will be grounds for immediate termination.
6. No driver shall operate a vehicle on County business while using medications that may impair their ability to operate a motor vehicle. If labels on medications warn against operating a motor vehicle or machinery, use of vehicles on County business is prohibited. Vehicles shall not be operated when the driver's ability to react is impaired for any reason, including illness.
7. When unoccupied, a vehicle shall be secured by whatever means possible, depending on the vehicle or equipment type. If the vehicle has locking doors, they must be locked when the vehicle is unattended. Emergency and law enforcement vehicles are exempted, providing the department has alternative security measure in place, which do not hamper operational requirements. Equipment and vehicles that cannot be secured by means of a locking door must be secured or rendered inoperable by some other means.
8. Valuables, such as radios, cameras, cell phones, and other County equipment sensitive to theft shall be removed from the County vehicle at the end of each work shift. Department heads shall institute formal policies for addressing the safety and security of all vehicles, equipment and trailers for which they are responsible. The County is not responsible for the loss of any personal property.
9. County representatives may not transport hazardous materials (except as may be required or permitted as part of the job assignment by the County) or illegal materials in any vehicle used for County related business.

10. When adverse weather makes driving conditions hazardous, supervisors should reassign or reschedule job duties until such conditions have abated. This does not apply to police and emergency personnel or to Road Department employees who are specifically assigned to clear roads and rights of way of hazards created by adverse weather conditions.
11. No authorized driver shall relinquish to a non-authorized individual the operation of a County vehicle unless an emergency exists.
12. Supervisors shall ensure that drivers have read and acknowledge that they understand Deschutes County's driving policy (Appendix C)

Accident Reporting to DMV

Any person who is covered by the Applicability section of this policy and is involved in an accident while driving on County business, whether the accident involves a personal or County vehicle, may be responsible for reporting the accident to the DMV, if the accident meets reporting criteria.

An Oregon Traffic Accident and Insurance Report form must be submitted to the Oregon Department of Driver and Motor Vehicle Services within 72 hours of the accident, or as soon as possible, if it is determined the accident meets reporting criteria. The driver shall provide copies of the DMV accident report to Risk Management and their supervising department. The driver may consult with Risk Management to determine current reporting requirements. As of July 2006, the following is applicable:

- Damage to your vehicle is over \$1,500;
- Injury (no matter how minor) or death;
- Damage to any one person's property over \$1,500;
- Any vehicle has damage over \$1,500 and any vehicle is towed from the scene as a result of damages.

The failure to report an accident is a Class B violation and may result in the suspension of driving privileges. All reportable accidents, as defined in this section, must also be reported by the driver to the supervisor and the Risk Management Department.

In addition to DMV reporting requirements, any physical damage to County vehicles or any injury must be reported to the Risk Management office within 24 hours using the Department's Report of Property Damage and/or the Incident/Accident Report form available on the County's intranet site.

County Vehicle Insurance

Deschutes County has established a self-insurance fund under ORS 30.282 for, and on account of the operation of motor vehicles within the County's control. Uninsured motorist coverage is provided at minimum levels required by ORS 806.070. Personal Injury Protection (P.I.P.) benefits are not provided [ORS 278.215 (2)].

Limits of Liability:

1. The maximum Deschutes County will pay for damages resulting from any one accident is:
 - a) \$25,000 because of bodily injury to or death of any one person in any one accident;
 - b) Subject to that limit for one person, \$50,000 because of bodily injury to or death of two or more persons in any one accident, and;
 - c) \$10,000 due to injury to or destruction of the property of others in any one accident.

This limit of liability is the maximum limit of liability for all damages, including damages for care, loss of services or death, arising out of bodily injury sustained by any one person in any one accident.

Subject to this limit for each person, the limit of liability for each accident for uninsured motorist coverage is the maximum limit of liability for all damages for bodily injury resulting from any one accident. This is the most Deschutes County will pay regardless of the number of:

- a) Covered Persons;
- b) Claims made, and/or;
- c) Vehicles covered.

It is the intent of the County's vehicle insurance coverage set forth above to provide the minimum amount of coverage under State of Oregon Financial responsibility Law and not otherwise. A copy of this provision shall constitute proof of compliance with the Financial Responsibility Requirement of the State of Oregon.

Vehicle Maintenance

Only authorized Sheriff's and Road shop personnel shall service, repair, or assign outside repairs to County vehicles.

Smoking in County Vehicles

Because of the safety hazards and as a courtesy to others who use County-owned vehicles, smoking in County-owned vehicles is prohibited. Drivers shall leave vehicles clean for the next user.

Approved by the Deschutes County Board of Commissioners November 8, 2006.

Dave Kanner
County Administrator

APPENDIX A
Requirements of an Acceptable Driving Record

Offense Type Violation Class	Age of Conviction				
	Year 1 Point Value	Year 2 Point Value	Year 3 Point Value	Year 4 Point Value	Year 5 plus Point Value
A (VA) (IA)	10	9	8	7	6
B (VB) (IB)	7	6	5	4	3
C (VC) (IC)	5	4	3	2	1
D (VD) (ID)	4	3	2	1	0

Misdemeanor Class	Year 1 Point Value	Year 2 Point Value	Year 3 Point Value	Year 4 Point Value	Year 5 plus Point Value
A (MA)	35	30	25	20	15
B (MB)	30	25	20	15	12
C (MC)	25	20	15	12	10

Felony Class	Year 1-5 Point Value	Year 6+ Point Value
A (FA)	Unacceptable	20
B (FB)	Unacceptable	18
C (FC)	Unacceptable	16

Suspensions and Revocations	Driving is prohibited under a current suspension or revocation of driving privileges. Two or more suspensions within a five year period will be reviewed by Risk Management and supervising department. See Policy No. RM-1 for more information.
Accidents	Two or more accidents within a five year period will be reviewed by Risk Management, supervising department and/or an Accident Review Committee. See Policy No. RM-1 for more information.

RATING:
0-15 = ACCEPTABLE
16-20 = PROBATION
21+ = UNACCEPTABLE

Risk Management representatives are available to assist departments in evaluating driving records.



APPENDIX B

DRIVER'S LICENSE AND INSURANCE INFORMATION

Attach proof of insurance (card you carry in glove box) and provide updates of policy changes or renewals.

Name: _____

— (Last) (First) (MI)

Department: _____

—

Current Driver's License No.: _____ State of
Issuance: _____

License Type (Class): _____

Automobile Insurance Company: _____

Insurance Agent: _____ Agent Phone
No.: _____

Insurance Policy No.: _____

I, the undersigned, hereby certify that I have an active automobile insurance policy that meets all legal requirements of the State of Oregon, and I agree to keep such insurance in force as long as I drive my vehicle on official County business.

Signature: _____

Date: _____



APPENDIX C

I, _____, with _____
(Please print) (Department)

hereby certify that I have read Deschutes County Policy No.: RM-1, “Driving on County Business &

Vehicle Operation”, and I fully understand this policy as it pertains to my responsibilities with

Deschutes County.

Signed: _____

Dated: _____



Deschutes County Administrative Policy No. IT-1
Effective Date: 11/6/06

COMPUTER, E-MAIL AND MOBILE COMPUTING DEVICE USE

STATEMENT OF POLICY

It is the policy of Deschutes County to ensure that electronic mail, internet, intranet, and county computers (County Computer Resources) within Deschutes County computer systems are used appropriately and the use is consistent with Oregon Public Records and Government Standards and Practices laws.

APPLICABILITY

This policy applies to all Deschutes County personnel and volunteers who use county computer resources.

POLICY AND PROCEDURES

In General

Except as outlined below, Deschutes County computer equipment, including without limitation hardware, printers, PDA's, laptops, mobile computing devices, software and other electronic information technology (herein collectively "Computer Resources") are to be used only for County business.

As used in this policy, references to the Information Technology Department shall include the person or persons designated by the Director of the Road Department and the Director of 9-1-1 to perform such functions on behalf of the Road Department and 9-1-1 respectively.

The County may access, enter and inspect County property assigned to individual employees at any time without notice, including but not limited to computer hard drives, software, files, E-mail, etc.

County employees' use of County Computer Resources must comply with any and all service or contractual agreements with commercial service providers.

County Computer Resources are provided and shall be used to conduct County business. The County encourages authorized employees to use County Computer Resources as communications, business and research tools. These tools will allow employees to communicate with the public and other audiences, provide information about County Systems and programs, and conduct County business. County Computer Resources, including the Internet, provide access to a wide range of valid and valuable research tools and information. The County may keep a log of employees' Internet use and E-mail. These are considered public records and, unless they qualify for legal exception, are subject to disclosure to the public.

Although information contained on County Computer Resources may be considered public records, each employee has the responsibility to ensure that employee's data is adequately protected against unauthorized access by complying with the access controls and other security measures provided by the County. Each employee should take prudent and reasonable steps to limit access to that employee's accounts and passwords. An employee's passwords and accounts

must remain confidential and should be changed frequently. When changing a password, common personally related words, such as family member or pet names should be avoided.

Incidental Personal Use

Limited minor and incidental personal use which otherwise complies with this policy and which does not interfere with County business is permitted unless this type of use is suspended or terminated for operational or disciplinary reasons (including violation of this policy) by the employee's Supervisor or Department Head. For the limited purpose of compliance with the State Ethics Law (ORS 244.040) this incidental use is considered part of an employee's compensation package.

Examples of limited minor and incidental personal use would be: on non-work time (lunch, breaks and before and after regular work hours), an employee can send and receive personal E-mail, or view an Internet site to check the price of and occasionally purchase an airline ticket; make an occasional investment in his or her deferred compensation account, submit an insurance claim, or sell a used book.

County Records

Unless otherwise specified by written agreement, all software programs, electronic documents, and data generated and/or residing on the County computer equipment or generated by County employees or others at the direction of the County, and all County Computer Resources are County records and therefore County property. The County reserves the right to access and disclose all messages sent over the E-mail system for any purpose, including the right to disclose E-mail messages to law enforcement officials without prior notice. E-mail messages may be accessed and reviewed at any time by the Department Head, the County Administrator, the Information Technology Director or County Legal Counsel; they may also be accessed and reviewed by computer support staff for the limited purpose of providing support services. The County further retains the discretion to assert any applicable privileges and objections if a public records request or discovery request is made for any County E-mail or other information contained in the County Computer Resources. An employee desiring the County assert a privilege or objection under the Public Records law with respect to County E-mail shall notify the Department Head who in consultation with Legal Counsel shall make a final determination.

All use of County computer resources shall comply with all federal and state confidentiality laws including, but not limited to, the Health Information Portability and Accountability Act of 1996 ("HIPAA"), and with all County policies regarding confidentiality.

Acceptable Internet Use.

Acceptable uses of the Internet include, but are not limited to, communication or Internet activity that is in direct support of County-budgeted programs and activities. In addition, the following is a general list of acceptable County use of the Internet; it is not intended to be exhaustive:

- a. Communication for County purposes with other federal, state, or local government agencies, their staffs, committees, boards and/or commissions.
- b. Communication for job-related professional development, to increase knowledge of issues in a field or subfield of knowledge.
- c. The use of worldwide webs or search engines to research work-related topics.
- d. Any other administrative communications or activities that are in direct support of County programs.

E-mail use.

E-Mail should be used as a tool only by County employees or other users authorized by the Department Head for County business purposes. Users should not expect privacy, but observe courtesy and good security practices. There are a variety of ways an E-mail communication can be disclosed to people other than the intended recipient. Deschutes County has the right to monitor the usage of any County Computer Resources. All E-mail sent to or from County computer resources are public records, whether in printed or electronic form, and are subject to the disclosure and inspection provisions of ORS 192 as it currently exists or may from time to time be amended.

E-mail, Intranet messages and downloaded files shall be retained and destroyed in accordance with retention schedules issued by the Oregon Secretary of State, Archives Division. Records may be retained either in hard copy or electronic format. If a hard copy of the E-mail message or downloaded file is printed, then the electronic version may be deleted. One version should be kept according to the applicable retention schedule and subject to the Oregon Secretary of State, Archives Division. Questions about retention of E-mail messages (or other public records) shall be directed first to the department head, then, if necessary, to County Legal Counsel.

The intended recipient of an E-mail communication can forward information to a third party without the sender's knowledge. In addition, Deschutes County shall not be responsible for Internet or E-mail communications that are misdirected or disclosed to third parties due to human or system error, nor for communications disclosed in the course of maintaining the system or fixing a system problem, nor for communication intercepted by unauthorized individuals.

E-mail should be used wisely. It is appropriate to use E-mail to exchange County business-related information with colleagues, provide project updates and status reports, share meeting times and scheduling information, provide reports and information that have been requested by the other party, and let a Supervisor know of important changes and developments. If an employee receives an inappropriate E-mail, he or she should take appropriate steps to inform the sender to not send such E-mail, notify their management about the inappropriate email, forward the message to no one other than IT to block future messages from the same source if blocking is possible, and thereafter delete the message. The employee should contact the IT Department if assistance is needed.

Due to the potential for disrupting employees' work County-wide E-mail broadcast (to "Everyone") should be used only in very limited situations and may not be sent without the prior approval of the Public Communications Coordinator and/or the County Administrator. All-staff E-mail may be sent without prior approval in cases of personnel announcements, countywide outages of telephone, HVAC or other support systems, or in cases of scheduled computer maintenance that will limit access to programs and applications. All-staff E-mail will be approved when it is necessary to reach a majority of County employees regardless of work location and work hours and will be limited to messages that comply with this policy and meet all the following criteria:

- The message is clearly related to County Business.
- The message is of potential interest and benefit to a majority of County employees.
- The message promotes events that are accessible by County employees regardless of work location and work hours.
- The message does not contain a solicitation of funds for the benefit of a private party, including a private non-profit group, except for the annual United Way campaign.

- The message contains information of a time or date sensitive nature that makes E-mail more reasonable than use of the County's Intranet or other means of communication.

Prudent Exercise of Judgment

Employees must represent Deschutes County's best interests, with a prudent exercise of judgment in the use of County Computer Resources. This includes avoiding visiting pornographic sites or "sounding off" in public forums -- for example, chat rooms, newsgroups and mailing lists. When logged in from a site that is identifiable with Deschutes County, employees will avoid any communications or activities that are libelous, harmful to Deschutes County's reputation or are unauthorized expressions of County policies.

Employees shall respect the rights of others. Employees shall not copy or distribute any copyrighted material found on the Internet. Employees are to treat all material as copyrighted, unless the author has given his or her permission for the material to be redistributed.

Employees shall avoid monopolizing systems, connect time, disk space and other computer resources. The Information Technology Department shall be contacted to restore backed-up data files.

All persons accessing county computer resources from remote locations are required to have virus checking software installed on the computer equipment used to access the county computer resources. The virus checking software must be operational and must be at the latest release.

Unacceptable Use of County Computer Resources

Employees are strictly prohibited from using County Computer Resources in connection with any of the activities described below. This list is illustrative of prohibited activities and is not intended to be all-inclusive. If a prohibition exists in any applicable state or federal law, administrative rule, other administrative procedure or directive established within the employee's department, it is likewise applicable and incorporated by reference herein. While limited minor and incidental personal use is permitted, such use does not include or permit any prohibited activity.

Prohibited activities:

- Attempting to or circumventing, reducing, or defeating security or auditing systems of County Computer Resources or those of any other organization without prior authorization from County Legal Counsel or the IT Director.
- Taking any action that attempts to or renders the user's computer equipment unusable or that interferes with another's use of County Computer Resources including any activity around the workstation that may result in damage to any County Computer Resources.
- Obtaining unauthorized access to any computer system.
- Using another individual's password, account or identity without explicit authorization of the individual, unless this is approved by the department head, the IT Director, County Legal Counsel, or the County Administrator.
- Providing the employee's own password, access identifiers or other access to County Computer Resources, to anyone not authorized by the department head or IT Department.

- Monitoring or intercepting the files or electronic communications of employees or third parties, unless this is approved by the department head, the IT Director, County Legal Counsel, or the County Administrator, law enforcement officials or as an authorized use of a particular software program (e.g., calendar management).
- Engaging in illegal, fraudulent, tortuous, libelous or malicious conduct.
- Downloading software off the Internet without previous authorization from the IT Department.
- Except as allowed under any software license and as authorized by the IT Department, copying or downloading any software from or onto County Computer Resources. **No unauthorized software or hardware is permitted on County Computer Resources.** Any commercial software residing on County Computer Resources shall be purchased through an authorized vendor or otherwise lawfully obtained. Except as otherwise allowed under the software license obtained by the County, and except for backup/archival purposes, software owned by Deschutes County or installed on County Computer Resources is covered under the copyright laws and shall not be copied, duplicated, or installed on any other computer resource.
- Soliciting or supporting political or religious causes or beliefs unless otherwise allowed under ORS 260.432 for elected officials.
- Using County Computer Resources in a manner that would constitute or might be construed by a reasonable person to constitute an endorsement of a specific commercial entity.
- Working on behalf of organizations without any professional or business affiliation with Deschutes County, or working on behalf of organizations with such affiliation but outside of the specific County business with them.
- Except as expressly authorized by the department head, the County Administrator or the Board of County Commissioners as a matter of County concern, using County Computer Resources to solicit for non-profit or charitable activity.
- Sending, printing, or storing offensive, obscene, or defamatory material. This includes initiating or circulating a report, knowing it to be false, concerning an alleged or impending fire, explosion, crime, and catastrophe or other emergency, while intending to cause public inconvenience or alarm.
- Sending uninvited E-mail of a personal nature.
- Visiting or viewing pornographic Internet sites, downloading pornographic materials from the Internet, sending or retrieving sexually explicit or objectively offensive messages, cartoons or jokes, ethnic slurs, racial epithets or any other statement or image that might be construed as Harassment (as defined by either ORS 166.065 or the County's Non-harassment Policy), disparagement, libel, or discrimination based on age, marital status, sex, race, sexual orientation, national origin, disability, or religious or political beliefs.

- Annoying or harassing other individuals, including any prohibited form of Harassment or forging another's identity or attempting to conceal the origin of the message in any other way.
- Distributing or storing chain letters, solicitations, junk mail, spam, offers to buy or sell goods, or other non-business material of a trivial or frivolous nature.
- Using County Computer Resources to play games during working hours.
- Using County Computer Resources for personal financial gain or the financial gain of the user's family, or for the avoidance of personal financial detriment or the avoidance of personal financial detriment to the user's family.
- Removing County Computer Resources from County premises without prior authorization from the Department Head.
- Obligating the County to any subscription service (Internet, etc.) or incurring any long distance phone charges on County-paid phone lines for modem connections without approval from the department head or IT Director.
- Purchasing computer hardware, such as printers or scanners, for use with County Computer Resources without first consulting IT to insure the hardware and its features are compatible with the Deschutes County computing environment.

Mobile Computing Devices (MCDs)

Mobile Computing Devices include personal digital assistants (PDAs), laptop computers, and cell phones with data access capabilities including, but not limited to Blackberrys and other smart phones, iPods, tablet PCs, and other portable electronic computer equipment. The Information Technology Department will support only those MCDs purchased and owned by the County. Support for County owned mobile computing devices includes installation, training, and interfacing to Microsoft calendaring, e-mail, tasks, and notes. MCD's owned by County employees will not be supported. Non-County owned mobile computing devices may *not* be connected in any way to the internal County secure network. Assistance for non-County owned mobile computing devices will be limited to providing the configuration parameters necessary to establish a connection to approved County resources.

The Information Technology Department will not assume responsibility for data loss on MCDs. Use of mobile computing devices to connect to County resources must be approved by the requestor's department head and the Information Technology Department.

Mobile computing devices are computing and data storage devices. Mobile computing device users assume all responsibility for securing their mobile computing device and its data in accordance to the County computer usage policy, the guidelines presented in the County security training, and all federal, state, and local laws to which the data is subject.

Express Waiver of Privacy Rights

Employees and Volunteers should not expect personal privacy with respect to any of their activities using County computer resources. Deschutes County reserves the right to review any information, files or communications created, sent, used, stored, deleted, or received on its computer systems.

The County has the right and the capability of restoring E-mail messages and visited internet sites that a user has attempted to delete. In exchange for the County assigning County Computer Resources to the employee and allowing the employee's use of Computer Resources, each employee expressly waives any privacy interest the employee may have in the use of County Computer Resources that is not in compliance with this policy.

Enforcement.

The County will investigate any alleged abuses of its computer equipment resources. As part of the investigation, the County may access the electronic files of its employees. The County reserves the right to periodically conduct system audits including the review of all files of all County computer systems to ensure proper use of its computer resources. Although the county wishes to ensure that the personal information of its employees is protected, in the course of its investigation, the County may reveal private, employee-related information to other employees. Employees violating any aspect of this policy may have their access to computer resources restricted and are subject to discipline, up to and including termination of employment. Furthermore, employees using County Computer Resources for defamatory, illegal, or fraudulent purposes also may be subject to civil liability and/or criminal prosecution.

Other policies

Other computer equipment policies may be implemented by departments which augment this policy. Under no circumstances, however, will these other policies be less restrictive than this policy.

The Information Technology Director shall develop and annually review and update Information Security Procedures for the protection of the confidentiality, integrity and availability of County data assets. These procedures shall specifically address data access, system security and log-in controls, audit processes, physical security of computer and data resources, operational security and communications security. These procedures may be reviewed as they are updated by the county administrator and/or the Board of Commissioners, but shall be exempt from public disclosure pursuant to ORS 192.501(23)(c), as it currently exists or may from time to time be amended. All users or county computer resources may be required to attend training in information security awareness.

Implementation

All employees including volunteers and those hired from employment agencies shall acknowledge in writing receipt of this policy and such acknowledgement shall be included in the employee's personnel file. Any questions relative to the intent or application of this policy should be directed to the County Administrator, who is delegated the responsibility to interpret and implement this policy.

Approved by the Deschutes County Board of Commissioners November 6, 2006.

Dave Kanner
County Administrator



Deschutes County

Enhancing the lives of citizens by delivering
quality services in a cost-effective manner

Information Security Awareness Training Employee Reference

This Training Manual is specially designed to help you understand information security. The training is divided into three areas:

- County Policies
- Information Security Topics
- Information Privacy

Protecting County Information

- The County recently reviewed the security policies & practices.
 - Policies available on the County Intranet under Information Technology & Policies.
 - You can help protect information.
 - What you learn can help you with your personal computer security.
-

Protecting County information is a responsible personal act. While some County records are public, some others are not. Think about the data that you see on a daily basis. If that data were to fall into the wrong hands, what harm could that cause the County or even a neighbor?

A recent security test prompted the review and revision of County policies. The County Commissioners have adopted a newly revised policy and will be implementing an ongoing security awareness program.

You can learn how to help protect County information and what you learn from this course will also help you with your personal computer security.

County Policies Mitigate Threats

- Threats can come in many forms
 - Unauthorized access
 - Outsiders for personal gain
 - Malicious code corrupting data
 - Policy requires employees to take the right steps to protect information.
-

The County has several policies that focus on reducing threats to County information and protecting Deschutes County residents against these threats. The IT Department is creating an organizational policy for IT operations with high level security infrastructure controls. Some new policies will be derived from the new organizational policy that will be implemented at the employee level.

One such policy will cover passwords, but threats can come in many forms. Threats can include unauthorized access which not only includes computers, but office buildings. Threats also come from outsiders who infiltrate the systems for personal gain and malicious code that corrupts data.

County policies require employees to take the right steps to protect information. Now we will take a closer look at the policy and guidelines in the next few pages.

Computer Use Policy Elements

- Each employee is responsible to protect data from unauthorized access by complying with access controls
 - Anti-virus software for telecommuters is required
 - The County may keep a log of Internet use, as well as any email
-

Your County computer use is subject to County policy. Information is to be used in the conduct of County business. The County may keep a log of your Internet use as well as any emails that you transmit.

Information is considered a public record and as such is subject to disclosure to the Public.

Each employee has the responsibility to ensure that County data is protected against unauthorized access. Although use may be considered a Public record, each employee is responsible to make sure that the data is protected by complying with the access controls and other security measures. An employee's passwords and accounts must remain confidential and the employee must change passwords frequently to avoid unauthorized access.

An excerpt from the County Computer use is as follows: "All telecommuters are required to have virus checking software installed on the computer equipment that they use to access the County computer resources. The virus checking software must be operational and must be at the latest release." The anti-virus subject for telecommuters is an example of a policy.

Internet Use Policy

- Acceptable use - activity that is in direct support of County business
 - Acceptable use includes:
 - Communication with other government agencies
 - Communication for job-related development
 - Web research for work-related topics
-

The County's Internet policy is fairly simple. Acceptable uses include any Internet activity that is in direct support of County business. A partial list of acceptable uses includes:

- Communication with any other government agencies, their staffs, committees and Boards of Commissioners.
- Communication for job related professional development.
- The use of web search engines for work related topics.
- Any other administrative communications that are in direct support of County programs.

Records Management Policy

- The Oregon Public Records & Government Standards & Practices provide guidelines.
- Web based training - law & retention schedules http://arcweb.sos.state.or.us/training/training_home.htm
- E-mail is public record and has the same retention requirements as hard copy.
- Email may be electronically archived or printed.
- Confidential records are for County use only.
- Health care records require confidentiality.

The records management policy is a requirement of the Oregon Public Records and Government Standards and Practices. It provides the guidelines for all County records management.

E-mail or downloaded files are public records and have the same retention requirements as hard copy equivalents. If needed they may be moved to archived files or printed for safe storage.

Confidential records are for internal use only and health care records require confidentiality.

Questions about retention of public records should be directed first to the Department head or if necessary to the County Legal Counsel.

The retention requirements will vary with the type of record.

One example of a confidential record is information that would identify an individual and link them to health care information.

Procedures to secure confidential information require that you provide information only to those employees that have a need to know. Use appropriate markings to indicate that the message is confidential.

Management Guidelines

- Providing reasonable assurance of policy compliance
 - Administering disciplinary action for non-compliance
 - Training staff on Deschutes County's privacy policy and practices.
 - Ensuring that all property is returned on termination
-

Management guidelines help to lessen the risk of County information falling into the hands of non-County employees or perhaps a disgruntled employee. Managers must provide reasonable assurance of policy compliance including:

- Implementing procedures to provide reasonable assurance of compliance with policy and legal requirements
- Administering appropriate disciplinary action for failure to comply with this policy;
- Training staff on Deschutes County's privacy policy and practices.
- Ensuring all Deschutes County property (security identification badges, laptop computers, and remote access keys) is returned when someone transfers or terminates employment.

Information Security Topics

- **Physical Security**
 - **Social Engineering** uses persuasion to gain a persons trust
 - **Web Browser Security**
 - **Email Security** – Sniffing, Spoofing, Web Mail, Spam & Handling problems
 - **Malware** – Virus, Trojans and Worms
 - **Password Guidelines**
-

Social engineering uses persuasion or manipulation to gain a persons trust.

Building and creating a safe and secure environment in any field requires increasing one's awareness of behaviors. Information security looks a six such areas. These areas will be discussed thoroughly in the following pages. Those six topics include physical security, social engineering, web browser security, malware (as in malicious code) and passwords.

Physical Security Guidelines

- The County has good physical security. Doors must not be propped open.
 - Strategic systems have restricted access
 - Desktop systems need to be guarded from unauthorized access
 - Backups and removable media must be stored safely
 - Visitors in and out of secure areas need to be registered or escorted
-

Deschutes County has good physical security and that needs to be reinforced through the physical security guidelines. Doors to sensitive areas need to be kept locked to prevent un-authorized access to information such as medical records. Security doors should not be propped open which increases the chance that a non-County employee entering that area.

Strategic systems are restricted to access by the IT Department. Access by others must be granted by authorized personnel from the IT area.

Desktops systems should be physically secure when you are away from the workstation. Employees in public areas should monitor who is sitting down and using another's computer.

Backups should be stored in a safe place such as a fire safe and critical backups should be sent offsite. All removable media should be stored in a secure location such as a locked cabinet or desk when the area is left unattended.

Visitors allowed into secure areas should be registered or escorted and visitor badges should be provided. This include providing temporary and volunteer badges, as well.

Unattended workstations need to use password screen savers or manually log off. Remember when you are using your screen and you don't know who is looking over your shoulder, setup screens so that they can not be easily seen by others.

Social Engineering Threats

Recognizing an attack

- Social engineering uses persuasion or manipulation to gain a persons trust.
- County employees should be helpful, but careful.

Responding to an attack

- Contact the IT Department. The IT Department notifies management.
-

Social engineering usually involves some form of impersonation. Persuasion and manipulation is used to gain a persons trust. That trust is used to gain information without necessarily using technology. If things don't seem quite right they probably aren't. Your responsibility as a County employee is to recognize an attack and respond to an attack. Look for the person that refuses to give contact information, rushes through an explanation, who does a lot of name-dropping, shows a form with misspelled names on it, asks odd questions and then requests sensitive information.

Some of the most common impersonations are a repairman. Most people are willing to accept a telephone or computer technician. An IT support individual that asks you for a user ID and password to help solve a technical problem that you don't have. A new employee that has forgotten his password or a manager that you have not seen before that uses a position of authority that demands to know why they can't log on. All of these are examples of social engineering.

You need to respond by letting your IT Department know of the situation immediately. Let's look at that social engineering approaches on the next page.

Social Engineering Approaches

- Physical Approaches – phoning, shoulder surfing, dumpster diving
 - Technical Approaches – “Phishing” or spoofing email, browser pop-ups
 - Psychological Aspects – persuasion, impersonation, reverse social engineering and intimidation
-

Social engineering approaches take on three forms: physical, technical and psychological.

Physical Approaches include such things as phoning and posing as a field service technician or employee to obtain information or passwords. Then they can physically access the computer and viewing files onsite, often with the help of a good-hearted employee.

Dumpster diving for employee personal information, directories, letters, manuals and disks or tapes. That’s right. Going through the garbage behind the building is one of the most popular social engineering techniques.

Technical approaches include such things as spoofed email (fake email that appears to come from a trusted source) that can be used for direct means of gaining access to a system. A Trojan is another example of a technical approach. Think of the Trojan Horse where you don’t know what is going on behind the scenes. A Trojan can create a connection into your network to obtain information from your computer by simply having you click on a graphic, game or greeting card from an unknown source. Pop-up windows can look legitimate and request a username and password to fix a problem. Never reply to these unless you legitimately have a problem.

Psychological Aspects include persuasion using impersonation, responsibility or friendliness. Reverse Social Engineering is when the attacker actually causes the network problem. He then advertises that he is the person to fix the problem. When he comes to fix the problem, he asks for pieces of information.

Now let’s look at defensive thinking toward social engineering.

Defensive Thinking

- Never give your password to anyone and don't post passwords around workstations
 - Verify requests for information are genuine
 - If you doubt an email sender's identity, don't reply
 - Shred documents with sensitive information
 - Don't allow people to follow you through doors to secured access areas (piggybacks)
 - Don't discuss confidential information in public or with family members
-

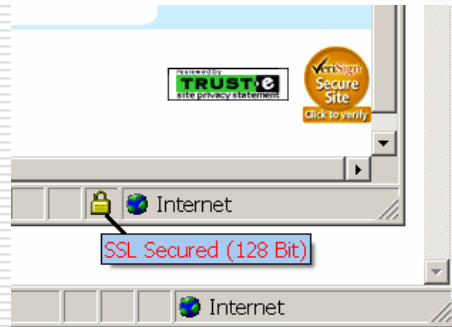
Defensive thinking is a great preventive measure. Never give anyone your password and don't post your password on your computer or near your computer. Verify that requests for information are genuine and if you doubt the sender's identity, don't reply. Don't run commands or programs without checking with IT. Report suspicious requests for information to management and to the IT help desk. Shred documents with sensitive information.

Don't allow unauthorized people to follow you through doors to secured access areas. This is known as "piggybacking".

Don't discuss confidential information in public or with family members. See if you can remember a time when you went to dinner and overheard the conversation next to you. And if you didn't, next time you go to dinner just listen and see how much you can learn from overhearing a conversation. Now let's look at some tips for your web browser on the following page.

Web Browser Security

- Information can be collected by spoofed websites
- Check for the Lock icon indicating a SSL Secured website when you enter sensitive information
- Use a unique password for websites. Do not use your County passwords.
- Review the privacy statement before providing information



Web browsers present another set of risks including viruses, unauthorized use of your computer or identity theft. Make sure that when you download programs that it comes from a reputable or approved site.

Information can be collected by spoofed websites (a fake website that appears to be a trusted site). These web sites may require a login. When you type in personal information it can be captured through the use of cookies. A cookie is a packet of information sent by a server to your computer Web browser. Information is then sent back by the browser each time it accesses that server.

Secured Sockets Layer is a protocol that transmits your communications over the Internet in an encrypted form. SSL ensures that the information is sent, unchanged, only to the server you intended to send it to. Online shopping sites use SSL technology to safeguard your credit card information. Note the "lock" icon in the diagram above that indicates an SSL session. Remember to check for the "lock" icon indicating an SSL secured website when you enter sensitive information. Use a unique password for these websites and not your County password. Review the privacy statement before sending your information.

Now let's look at the types of email risks that you are subject to on the next page.

What are your email risks?

- Sniffing: someone reading your email.
 - Social engineering attack.
 - Virus and hoax viruses. Notify the IT help desk if you detect a virus.
 - Web email bypasses security controls.
 - Spam.
 - Email handling problems.
-

What are some of your email risks? Sniffing, social engineering, virus and hoax viruses. Others are web email that bypasses the County security controls, Spam and email handling problems.

We will look into each one of these topics in more detail in the following pages.

Email Sniffing in Transit

- Email is transported via plain text and your email can be read in transit – email sniffing software looks for key words
 - If you are sending sensitive information, consider utilizing an encrypted file approach. Check with IT for program recommendation.
-

Email sniffing means that if your email is transported over networks as unencrypted plain text, there are programs designed to read that text. Email sniffing is simply software that can read email and look for key words and sniff out those key words. Even the FBI does it! The FBI's email snooping "Carnivore" was created by FBI engineers and has enough bells and whistles to create a telephone tap for the 2000's.

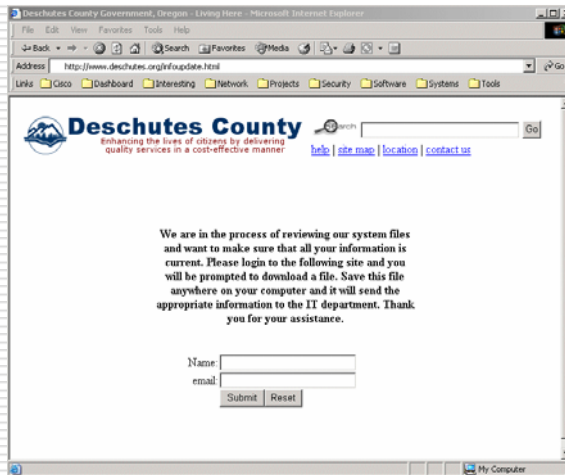
If you are sending sensitive information, consider utilizing an encrypted file approach. Check with IT for program recommendations.

Social Engineering attack - email

- Fake or spoofed email appears to come from a trusted source (known as "Phishing").
 - Phishers ask you to submit sensitive information with the intent to steal that information or your identity.
 - In the County security test, email was sent from the Help Desk asking for user account information.
-

Social engineering attacks come in the form of impersonation. It could be a real person pretending to be a computer repairman who wants to gain access to your computer or it can be through email. A fake or spoofed email appears to come from a trusted source and the logos, colors, and language can be very convincing. In the recent County security test, an email was sent from the help desk asking for user account information. Some of you may remember the screen on the following page that was used in the County security test.

Sample Screen: Email Spoofing



About 60% of the people in Deschutes County that received this email responded. When employees were questioned why they sent the information back, they stated that the email "From" field stated the IT department. If the IT Department wants to obtain sensitive information from you, they will use an authorized name in the from field. Never give your account information to anyone and never click directly on links in an email that requests sensitive information, even if you recognize and trust the address

Web Email Risks

- Web email – for example: hotmail.com or mail.yahoo.com allow you to access email from any browser
 - Outside web sites expose the County to security risks -web mail servers do not have the same security controls found on County servers
-

Web email servers allow you to access email from any web browser. There is a high potential to introduce a virus or worm when you use outside web sites. These web mail servers do not have the same security controls that are found on County servers. IT prefers that you don't use any email system that is not a County service.

Spam Control

- Be careful about registering personal information on a Web site.
 - Do not reply to be removed from the list, but delete the message.
 - It's OK to remove from a trusted site.
 - Some problems with spam include:
 - Offensive messages.
 - Increased traffic that burdens systems.
 - Increased traffic that burdens employees with reviewing "Junk Email"
-

What does the term spam mean? It stands for Unsolicited Commercial Email or UCE. The term spam was adopted from a Monty Python skit featuring the SPAM meat product. A group of Vikings sang a chorus of "spam, spam, spam..." drowning out all other conversation. The analogy was applied because UCE was drowning out normal traffic on the Internet.

Spammers use replies to verify addresses as active and they do this through email spoofing and fake web sites. Be careful about registering personal information on a web site and do not reply to be removed from a web site. Simply delete the messages.

Email Handling Techniques

- Avoid emailing the wrong recipient.
 - Use the Blind Carbon Copy to hide addresses.
 - When sending sensitive information without encryption, send a test mail to ensure the address & recipient are legitimate.
-

Sometimes email mishandling happens from unintentional acts. Sending to the wrong recipient can happen from selecting the wrong name from a pull down menu or replying to "all" in a distribution list when you may only want to reply to the sender.

When sending to distribution lists outside your workgroup, use the Blind Carbon Copy to hide addresses. And when sending sensitive information without encryption, send a test email to ensure that the address and recipient are legitimate. Most people prefer not to have their email distributed and you may not want the recipients to see the other addresses in your distribution list.

Malicious Code

- County IT has excellent defenses.
 - A virus is a program and can replicate itself into programs or host files
 - A worm distributes itself across computer systems
 - A Trojan is a program that disguises itself as something else
 - Never open attachments with VBS, SHS, PIF or double extensions.
-

The County IT Department has established some excellent defenses against malicious code such as viruses, worms and Trojans. Here are some tips that you need to know to protect your own computer:

- If an e-mail from a known person looks odd, check with the source before opening.
- Never open attachments that are sent to you from people you do not know. DELETE THEM!
- Never accept attachments from online chat systems such as AOL Instant Messenger.
- Worms often use an icon resembling a picture, text or archive files to fool you.
- Some viruses use hidden extensions, so you cannot always rely on the file extension to identify malicious code.
- Never open attachments with VBS, SHS or PIF or double extensions.

Password Security Facts

- Two-thirds of corporate computer users admit writing down passwords
 - Default Passwords should be changed
 - A password cracker program works by trying all dictionary words
-

Here are a few security tips about passwords:

Two-thirds of corporate computer users admit to having written down passwords in an easy to find location.

Default passwords should be changed. Default passwords are provided by an IT person, assigned from the Internet or provided by a manufacturer for a device.

A password cracker program works by trying every word in a dictionary and common passwords. It will also try combinations of words until it determines your password.

And password guessing is actually highly effective for gaining access to your computer.

Weak Password Characteristics

- Users selecting passwords without knowledge of strong password use
 - Use of generic IDs requiring change to be turned off
 - Use of numeric passwords that are easily cracked
 - The County is committed to help users implement a strong password approach
-

Passwords have weak and strong characteristics. Users creating passwords without knowledge typically use generic ID's or numerical sequences that are easily cracked. The County is committed to the use of strong passwords. The next two pages contain tips on what strong password characteristics are.

Password Guidelines

- Passwords should be at least eight characters when system will allow
 - Use mixed case, numbers and special characters
 - Change required: 90 days recommended
 - Do not repeat passwords
 - Restrict use of dictionary words
-

Your password is your first line of defense against technology attacks. Those attacks may use your computer to log in and compromise information or provide a portal to other systems in the organization. Cracking programs work because some employees take the easiest route to remember their passwords. Some guidelines for stronger password formation are that the password should be eight characters in length, use mixed case, numbers and special characters. Passwords should also be changed frequently (90 days) and not repeated. Also avoid using typical dictionary words.

Password Tips

- Use a password generator from the Web.
- Never give anyone your password.
- Do not select remember passwords option.
- Logoff or use a password protected screen saver.
- Store securely in a wallet, purse or safe.
- Consider a secure storage program.
- Use unique passwords for personal and County purposes



You can generate a password from the web. Online Password generators can be found through search engines just by searching for “password generator”. You can generate several to give you a choice of convenient to remember pronounceable passwords.

Do not select the “remember my password box” indicated in the above diagram.

Do not give out your password. If you forget, an administrator can always give you a new password. EXCEPTION - If you use a password protected screen saver, you must not leave open records and your supervisor must have the password.

Remember to keep your password away from obvious places, such as a posted note on your desk or in your drawer or even on your computer. Secure your password on a piece of paper in a wallet, purse or safe. An alternate is to write down password clues.

Remember that your first line of defense against technology attacks is your password, so use unique passwords for personal and County purposes.

County Information Privacy

- Protected health care information is regulated by Federal law.
 - Departments that are most concerned:
 - Health and Mental Health
 - Police and Jail
 - Community Development
 - Personnel
-

Information Privacy is regulated by law. Employees need to know the terms used, how they relate to County patients and the choices our patients have about disclosures of information about them.

All departments have health care information responsibilities because the County self funds its insurance. Deschutes County's policies describe the way employees handle health care information.

The departments most highly affected by the information privacy acts are Health and Mental Health, Police, Jail, Community Development and Personnel.

The Law and Privacy Risks

- HIPAA - The Health Insurance Portability & Accountability Act regulates protected health care information
 - Risks to health care providers:
 - Fines
 - Class Action Law Suits
 - Time and money lost
 - Loss of patient's trust
-

The obligation to provide privacy comes from HIPAA, The Health Insurance Portability and Accountability Act. The Act regulates protected health care information. In addition, HIPAA requires institutions to protect the security and confidentiality of information they have about their patients.

The fine for wrongful disclosure of individually identifiable health information is up to \$50,000 and up to one year in jail.

Any questions about legal points and specific policies should be directed to your department management and ultimately the Legal Department.

Risks to health care providers include fines, law suits, time and money lost and the loss of patient's trust.

Deschutes County Privacy Notice

- Describes how to handle and protect the information the County has.
 - Describes patients rights about health care information and disclosures. Patients may request restrictions.
 - Describes the use of health care information by those that have a need to know.
-

The Deschutes County's privacy notice, used by the Health and Mental Health Departments, describes the kind of information we have about our patients and how we handle and protect it. It describes the patient's rights protecting health care information and disclosures of that information.

The County gives patients a choice about disclosures with the "Opt out" option. Patients have the "Right to Request Restrictions" to disclosure as part of the privacy law.

Top Privacy Practices

- Use health care information only as outlined in the Deschutes County Privacy Notice Summary, which is used by the Health and Mental Health Departments.
 - Provide information only to those who have an authorized need for it.
 - Only provide information to the patient or someone authorized by the patient and only after properly identifying and authenticating the person.
 - Encrypt sensitive communications.
-

To summarize top privacy practices, use health care information only as outlined in the Deschutes County Privacy Notice Summary.

Provide information only to those that have an authorized need for it.

Only provide information to the patient or someone authorized by the patient and only after properly identifying and authenticating the person.

If you have to send health care information over the web, encrypt sensitive communications.

Review – Top Security Practices

- Apply physical security facilities
 - Respond to social engineering incidents
 - Use strong passwords
 - Lock your unattended workstation
 - Do not access web mail from work
 - Use encryption when sending sensitive information over the Web or by email
 - Incident response: Call the County Help Desk 617-4759
-

Lets review the top security practices from this module. Remember to use the physical security facilities provided for County protection. Respond to social engineering attacks and notify the IT Department.

Use strong passwords as your first line of defense. Lock your unattended workstation. Do not use web mail from County computers. Use encryption when sending sensitive information and if you believe that you have an incident to report call the County Help Desk at 617-4759.

The Big Picture



Congratulations, you have finished the Deschutes County Security Awareness Training.

When in doubt just remember the big picture "Other than everyone that works for us, and everyone who doesn't work for us, we have no one to fear."