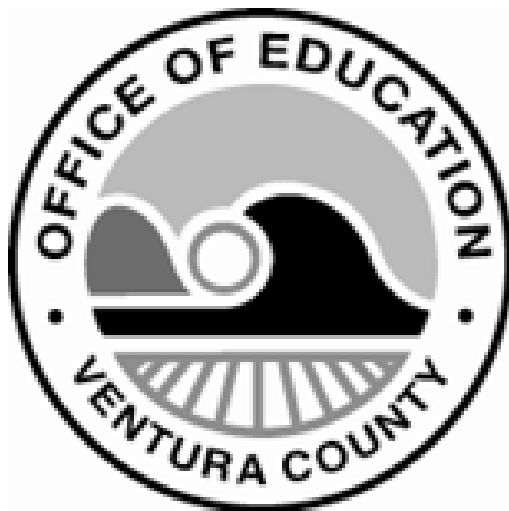


VENTURA COUNTY OFFICE OF EDUCATION

# CERTIFICATED HANDBOOK



*Stanley C. Mantooth*  
*County Superintendent*

**Revised: December 2016**

*"Commitment to Quality Education for All"*

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## INTRODUCTION TO THE VENTURA COUNTY OFFICE OF EDUCATION

It is a pleasure to extend a warm welcome to you as an employee of the Ventura County Office of Education (VCOE). We are pleased that you have chosen to join our team and to share our goal of providing a quality education for all. This handbook was prepared specifically for you, so that you might know how VCOE is organized, the benefits to which you are entitled and your responsibilities as an employee. It is our hope that this handbook is a helpful source of information that will serve to make your employment satisfying and rewarding. If there is something in this handbook that does not correspond with a Board of Education or superintendent's policy or a contract agreement, the official policy takes precedence. If you find such a discrepancy, or if you have any questions regarding a topic that is not included in the handbook or related to your employment, please contact your immediate supervisor or the Human Resources Department.

Welcome to the Ventura County Office of Education.

### **Vision**

All people will benefit from life-long learning.

### **Mission**

The Ventura County Office of Education provides quality services and support for life-long learning opportunities.

### **Motto**

*"Commitment to Quality Education for All"*

### **Goals**

We will collaborate to build relationships with local educational institutions and other government and private sector entities to provide leadership, service, and support for all learners, local educational institutions, and other government and private sector entities to:

1. Provide, promote and support environments that result in world-class quality learning opportunities.
2. Secure and develop resources (human, fiscal, and information) that support and promote our mission.
3. Develop and maintain an organization based on teamwork, trust, communication, commitment, and competence.
4. Optimize customer satisfaction.

## ORGANIZATION

The Ventura County Office of Education is governed by an elected Superintendent of Schools and a five member Board of Education. The County Superintendent develops personnel and program policy and is the employer for all county schools employees. The Board makes policy decisions related to county operated programs in appropriate areas of budgeting, curriculum, and planning. Another function of the County Board is to hear appeals related to student inter-district attendance, student expulsions and charter schools. The County Superintendent and Board invite interested individuals to attend board meetings and to take an active role in educational planning at the county level.

### **County Superintendent of Schools**

Stanley C. Mantooth

### **Board of Trustees**

Area 1 – Rachel Ulrich

Area 2 - Marty Bates

Area 3 – Dr. Mark Lisagor

Area 4 – Dean Kunicki

Area 5 – Dr. Ramon Flores

## WHO WE SERVE

The Ventura County Office of Education is pleased to serve 8 unified school districts, 10 elementary school districts, 1 high school district, 1 community college district, and 4 Joint Powers Authorities. We provide service to 258 public schools.

A variety of additional information, including staffing and student demographic, can be found at <http://dq.cde.ca.gov/dataquest/>.

## WHAT WE ARE PROUD OF

The Ventura County Office of Education strongly supports local school districts in building a regional system of services and leadership to maintain, bolster, and improve educational opportunities for all children, staffs and community members in Ventura County. Some of the services and leadership strands include:

### **Educational Services Branch**

- Categorical Programs
- Comprehensive Health and Prevention Programs
- Curriculum and Instruction
- Early Childhood Programs
- Hearing Conservation
- Leadership Support Services
- Local District Support Services
- Regional System of District and School Support Services
- Research and Evaluation

### **Fiscal and Administrative Services Branch**

- Facilities and Maintenance
- Internal Business Services
- Personnel Services
- Human Resources
- Expanded Learning Services
- Teacher Support Services
- School Business and Advisory Services
- Technology Services
- Graphics

### **Student Services Branch**

- Career Education
- Charter School Support and Oversight
- Court and Community Schools
- Special Education
- Special Education Educational Support
- Student Achievement and School Support
- Student Competitions and Fundraising

The Ventura County Office of Education plays an important and vital role in helping educate the diverse population of Ventura County's students. VCOE recognizes that optimizing educational opportunities takes a team effort and must involve the entire community. Our young people will not have the best opportunity for success without each of us doing our part to effectively and efficiently provide an educational system that prepares students to be contributing citizens.

## WHY WE ARE IN BUSINESS

The Ventura County Office of Education is chartered to act as a regional support system for area schools, providing service and leadership to maintain and improve the schools in Ventura County. Our mission is to promote life-long access to world-class educational opportunities in Ventura County.

### DIRECT SERVICES TO STUDENTS

The Ventura County Office of Education operates specialized student programs and coordinates countywide student events. Each year we teach over 8,000 students in specialized programs such as severely handicapped special education, career education, and incarcerated, expelled and at-risk youth. The VCOE also provides student welfare and special services such as school safety programs; psychological services and nursing services to small districts; gang prevention; attendance improvement and dropout prevention; and healthy-start school based multi-agency services. In addition, the Ventura County Office of Education sponsors student activities and events that support academic excellence i.e. mock trial, academic decathlon, top scholars, spelling bee and science fair.

We are in business for four reasons:

- To provide direct services to students where appropriate
- To provide essential fiscal and administrative services to school districts
- To provide professional development opportunities for staff throughout the County
- To support compliance with State and Federal Mandates

### ESSENTIAL FISCAL & ADMINISTRATIVE SERVICES

The Ventura County Office of Education monitors school districts fiscal health, accounting for \$1.7 billion annually. We assist school districts' business offices by providing fiscal oversight of the ongoing fiscal integrity of districts and by ensuring that districts meet reporting requirements in an accurate and timely manner.

The Ventura County Office of Education is uniquely situated to bring together people, programs, and services within the county and offer the 21 school districts and the Community College District the benefits of cost containment and avoidance of duplication of services. Through our centralized business systems center, we distribute all public education vendor checks and paychecks for 25,000 employees in school districts. We coordinate a Joint Powers Authority (JPA) that purchases liability and property insurance, workers' compensation coverage, and medical, dental, and vision plans based on much reduced large group rates.

We assist personnel offices through teacher recruitment efforts, credential processing, employee screening, retirement counseling, and employer-employee relations services. Our technology services department provides electronic data storage, retrieval, and processing for fiscal, personnel, and student data systems. To maintain and build resources, we forge alliances with public and private agencies and businesses throughout the County.

The Ventura County Office of Education supports local districts in the development, selection, implementation, and evaluation of curriculum and materials through provision of a variety of curriculum, instruction, and assessment services. We enhance educational technology use through our California Technology Project for training teachers and administrators in technology use; our teachers' materials preparation center; and the use of technology to strengthen instructional programs.

## **PROFESSIONAL DEVELOPMENT OPPORTUNITIES**

The Ventura County Office of Education provides a broad array of professional development opportunities for teachers, administrators, and other educational staff which might be cost prohibitive to an individual school or district, but can become cost-effective when shared across districts. Participants take advantage of state-of-the-art learning options ranging from administering educational programs to teaching reading to technology-based office practices. We conduct board and administrative retreats; planning sessions for local school districts; and job-alike meetings for superintendents, assistant superintendents, principals, special projects directors, librarians, and nurses. The Ventura County Office of Education also coordinates the Teacher of the Year competition and the IMPACT II program designed to spread effective teaching practices throughout Ventura County.

## **COMPLIANCE WITH STATE & FEDERAL MANDATES**

The Ventura County Office of Education also provides services as specified in State and Federal mandates: oversight of school elections for bonds and school boards; oversight of school district reorganization; appeal hearings of local school board decisions on expulsions, inter-district transfers and charter schools; verification of credentials and assignments of personnel; reporting to State Teachers' Retirement System (STRS) and Public Employees' Retirement System (PERS) for county employees; review of district audits and vendor warrants; approval of school district budgets and monitoring of districts for solvency; distribution of funding apportionments; maintenance of books of record of transactions; dissemination of California Department of Education advisories, programs, and curriculum frameworks.

County Offices have also formalized their assistance to under performing schools. Ventura County Office of Education has been approved by the California State Department of Education to begin interventions in our highest priority schools and districts in the county. The goal of our Curriculum and Instruction department is to ensure that standards-based teaching is fostering progress in student achievement in each school in the county. To that end, school reviews, and classroom observations focused on curriculum, instructional materials, instructional strategies, and adequacy of classroom support are being implemented. The County Office intervention teams are building capacity in the schools for sustained change and growth.

Without county offices, the quality of local schools would suffer, tax dollars would be wasted, and district and school site personnel would be flooded with additional duties.

## **YOUR SUPERVISOR**

Your supervisor is the most important person you will meet during the first few days on the job. This person is responsible for your orientation, training, and evaluation of your performance on the job. Your supervisor will work with you to ensure overall effectiveness on the job and will let you know exactly what is expected of you and keep you posted on policies and procedures. Your supervisor will assign your work, introduce you to other employees, help you get the feel of your job, explain the regulations concerning lunch breaks, rest periods, reporting absences, scheduling vacations, and other job-related information you will need to know. Do not be afraid to ask questions! If instructions are not clear, always ask for clarification.

There may be times when you want advice on a problem or an answer to a question. Usually, your immediate supervisor will be able to help you. If not, your supervisor will try to obtain the information you need. The Human Resources Department is also available to answer any questions you may have about your employment.

## **EMPLOYEE EXPECTATIONS, VALUES, AND BELIEFS**

The following values and beliefs are expected to be reflected in the behaviors of VCOE employees.

### **Personal Character**

We hold a strong belief that one's personal character profoundly affects one's work behavior. VCOE employees should be reliable, responsible, collaborative, open, self-reflective, confident, inquisitive, interested in learning, honest, humorous, trustworthy, authentic, enthusiastic, motivated, passionate, fair, ethical, respectful, empathic, sensitive, and culturally proficient.

### **Communication**

We strongly believe that open and honest communication provides the foundation for organizational and personal growth and improvement. VCOE employees provide regular opportunities for oral and written communication between all levels of the organization. Emphasis should be placed on communicating information that is necessary for maintaining organizational progress and goal attainment. Gossip is discouraged. Confidentiality and responsible disclosure of information is a responsibility of employees. Questions and concerns should be taken to the source.

### **Chain of Command / Employee Treatment**

We believe that empowering employees with information and decision-making responsibility will assist in achieving the mission of the organization. VCOE employees should treat each other respectfully, as equals, and should expect this treatment in return. Employees should maintain high standards of conduct and personal character as listed above. Employees should be committed to the organization. Each employee should be viewed as a life-long learner who is competent, committed to organizational goals, motivated, honest, self-directing, and collaborative. Each employee's contribution to the organization should be valued. Feedback regarding effectiveness should flow up and down the organizational hierarchy. The chain of command in the organization should be respected and followed.

### **Challenges / Risk Taking**

We believe that reasoned risk-taking is the only way to "break new ground" and invent new and more successful practices. VCOE leaders should encourage reasoned risk-taking and allow reasonable failure. Leaders should expect professional judgment and continuous self and supervisor evaluation in all experimental practices. The welfare of the student and fellow employees should be paramount in any risk-taking decision.

### **Continuous Improvement**

We believe that a commitment to continuous quality improvement in our service is the charge of all employees. VCOE provides employees with the resources necessary to engage in continuous improvement including systematic data collection and evaluation, necessary professional development, personal support for change, opportunities for individual contributions along with recognition and celebrations of successes.

### **Conflict Management**

We believe that conflict is an opportunity to learn and is a natural occurrence in improving organizations. It is also believed that working toward constructive resolutions helps organizations improve faster. VCOE encourages employees to constructively disagree and provide differences in perspective in an atmosphere of goodwill. Leaders should intervene to resolve conflicts among staff and invest time in each employee's success.

**Customer Service**

We believe that possessing a customer orientation will improve the value of our service. VCOE employees should identify customers, help them make informed decisions, be responsive, teach and model the process of learning and improving, continuously seek customer feedback, and anticipate what customers will value.

**HANDBOOK PURPOSE**

This handbook is designed to familiarize certificated employees with the certificated personnel practices of VCOE, and consolidate the rules and regulations regarding the employee-employer relationship for certificated personnel at VCOE.

This handbook explains some of our philosophies and beliefs and describes (in general terms) some of our employment guidelines. We hope that it will serve as a useful reference document for employees throughout their employment at VCOE. Employees should understand, however, that this handbook is not intended to be a contract (express or implied), nor is it intended to otherwise create any legally enforceable obligations on the part of VCOE or its employees not otherwise found in California law.

Because VCOE is a growing and changing organization, it reserves full discretion to add to, modify, or delete provisions of this handbook, or the policies and procedures on which they may be based, at any time without advance notice. VCOE also reserves the right to interpret any of the provisions set forth in this handbook in any manner it deems appropriate. For this reason, employees should check with the Director of Human Resources to obtain current information regarding the status of any particular policy, procedure, guideline, or practice. Similarly, to obtain information regarding specific employment policies or procedures, whether or not they are contained in this handbook, employees should contact the Human Resources Director.

No individual other than the Superintendent has the authority to enter into any employment or other agreement that modifies VCOE employment policy. Any such modification must be in writing.

## CERTIFICATED STAFF

The County Superintendent's staff is comprised of two categories of employees: Certificated and Classified.

Certificated employees are those who, in order to perform the function of their position, must be certified by the State of California and are designated as teachers or non-permanent employees.

Teachers can be further placed into the following categories:

### Permanent Teacher

Under Education Code Section 44929.21, a teacher who has served for 75% of the year for two consecutive school years in a position requiring certification qualifications becomes permanent upon being reelected for a third consecutive year in a position requiring certification qualifications provided that the employee did not hold an "emergency permit" during those two years (Ed. Code Section 44911).

### Probationary Teacher

Education Code Sections 44915 & 44929.21 defines probationary teachers as certificated employees who have not yet served two complete consecutive school years with the organization in a position requiring certification qualifications.

### Substitute Teacher

Education Code Section 44917 defines substitute teachers as those persons employed in positions requiring certification qualifications to fill positions of "regularly employed" certificated personnel who are absent from service. A substitute is designated as a long-term substitute after working for more than ten consecutive days for the same regular teacher.

### Temporary Teacher

Education Code allows temporary teachers to be employed under the following circumstances:

- Ed. Code Section 44909, permits temporary teachers to work in categorically funded projects that are not required by state or federal statutes, or to replace regular certificated personnel who are working in such programs.
- Ed. Code Section 44920 allows the use of temporary teachers to replace teachers on approved leaves of absence for up to one school year (but not less than one semester unless service begins in the second semester prior to March 15).
- Ed. Code Section 44919 allows the use of temporary teachers in a variety of narrow areas:
  1. To serve from day to day during the first three months of any school term to teach temporary classes not expected to exist after that time;
  2. To perform any duties which do not last longer than the first three months of any school term;
  3. To teach special day and evening classes for adults or in schools of migratory population for not more than four school months of any term;
  4. To serve in a limited assignment supervising athletic activities;
  5. When an actual emergency arises to prevent stoppage of school district business, for not more than 20 working days.
- Ed. Code Section 44917 allows temporary teachers in vacant positions when no fully credentialed person is available.

- Ed. Code Section 44919 allows the use of temporary teachers in a variety of narrow areas.
- Ed. Code Section 1294.1 allows Court and Community Schools to employ temporary teachers to provide instructional and related educational services if a temporary increase in enrollment occurs.

### **Summer Teacher / Extended School Year (ESY)**

Regular employed teachers selected to work summer school/ESY will receive their regular pay. Teachers hired from outside VCOE will be placed on their appropriate column on the first step, not to exceed Column C, Step 1 of the teacher salary schedule and must work a minimum of ten consecutive days to have this designation.

## **TEACHER REPRESENTATION**

Under California law, certificated employees have the right to be represented by a professional association, and to collectively bargain (negotiate) wages, hours and certain conditions of employment. VCOE recognizes the Ventura County Federation of School Employees, Local 4434 AFT (Federation) as the exclusive representative of certificated, non-management employees of VCOE. The following categories of certificated employees are considered members of the bargaining unit:

- |  |                                 |
|--|---------------------------------|
| – Regional Occupational Teachers                   | – Audiologists                  |
| – Special Education Teachers                       | – Psychologists                 |
| – Court & Community School Teachers                | – Speech & Language Specialists |
| – Resource Teachers                                | – Resource Specialists          |
| – Adaptive P.E. Specialists                        | – Health Specialists            |
| – Counselors                                       | – Vision Specialists            |
| – Summer school staff in the above classifications |                                 |

Certificated employees who are not represented by the Federation include day-to-day substitutes, management and supervisory employees.

All bargaining unit employees are covered by the terms of the contract of agreement negotiated between VCOE and the Federation. The Federation must represent all members of the bargaining unit and VCOE certificated employees are covered by Agency Shop agreement. It is your responsibility to read the Contract of Agreement between VCOE and the Federation. Ignorance of the terms of the Contract is not an acceptable excuse for violation of any contract provision.

## **PROBATIONARY TEACHERS**

The probationary period for newly hired teachers serving on preliminary or clear credentials is two years. Teachers on probation may be released at the end of the first or second year of their probationary period. Probationary teachers being released will be given notice on or before March 15 of the first or second school year.

Teachers serving on emergency permits or waivers do not enter their two year probationary period until the requirements for the preliminary or clear credential are met. Such teachers can be released from employment at any time.

Teachers will be evaluated each year of the probationary period, and each year while serving under an emergency permit or waiver.

## PERFORMANCE EVALUATION

Observation and evaluation is a cooperative and collaborative process. VCOE is committed to entering into this process in the spirit of communication, collegiality and support. It is sincerely hoped that the process will be a positive experience leading to the ultimate goal of the highest instruction for our students. Refer to Article 10 of the VCOE Bargaining Unit Agreement for more information.

## REQUESTING A SUBSTITUTE – Aesop SYSTEM

The Ventura County Office of Education utilizes Aesop, an automated system for reporting absences and obtaining substitutes. It allows teachers and paraeducators to report an absence in two different ways.

### Option #1

You can interact with Aesop on the internet at <http://www.aesoponline.com>. Here, you will be able to enter absences, check your absence schedule, update personal information, and exercise other features such as uploading your lesson plans for substitutes to view online.

### Option #2

You can also call Aesop toll free at 1-800-942-3767. Simply follow the voice menu to enter and manage absences and access other features. We recommend that you call in to check the computer recording of your name and title. To do this, press Option 5 and follow the prompts.

Below is a link to the Quick Start Guide that will show you the basics of getting started with Aesop.

[http://help.frontlinek12.com/WebNav/Docs/QuickStartGuide-Employee\(English\).pdf](http://help.frontlinek12.com/WebNav/Docs/QuickStartGuide-Employee(English).pdf)

For additional information contact:

Chelsie Newman, Substitute Recruiter / Human Resources Assistant

[cnewman@vcoe.org](mailto:cnewman@vcoe.org)

Phone: (805) 383-9339

## SUBSTITUTE TEACHER LESSON PLANS AND PROCEDURES

The regular teacher must leave written lesson plans, procedures and instructions in the classroom to assist the substitute teacher. These procedures and instructions must be in a substitute folder that is easily accessible to the substitute teacher. Instructions in the folder should include:

- Name(s) of paraeducator(s), their time(s) of arrival and departure, as well as breaks and other duties assisting other teachers or students;
- Current class list and seating chart with health, medical, safety and behavior concerns. Include feeding and toileting information, if appropriate;
- Times for students' arrival and departure, recess, lunch, P.E., toileting, etc.;
- A brief description of your program, including description of activities, rosters and descriptions of individualized activities; rosters and descriptions of group activities; additional resources;
- Activities to be taught during each time block. Be specific and indicate the level of functioning to

- be expected for the time of day;
- When students may be out of the room, where they are to be, who is responsible for them and when they can be expected to return;
- Any special needs of the students such as chronic runaways, hyperactive or destructive students, medications that must be administered during the school day and other medical needs the students may have;
- Instructions for emergency procedures and fire drills; and
- Administration and key staff members who can provide help and assistance.

The substitute is an outsider who must learn everything about the classroom and the students in a few minutes. Therefore, the regular teacher should see that everything possible is done to help the substitute perform as smoothly as possible through written instructions.

### **SUBSTITUTE TEACHER / PARAEDUCATOR REPORTS**

When the regular teacher returns from an absence, it is important that a Substitute Teacher/Paraeducator Report form is completed and submitted to the Principal. If, in your professional opinion, the performance of a substitute teacher or substitute paraeducator is unsatisfactory, be sure to fully describe and document the specific reasons for your concern, and communicate to your principal if you do not want a substitute to return to work in your classroom.

### **SUPERVISION OF PARAEDUCATORS**

It is the responsibility of the teacher, as the person in charge of the classroom, to provide supervision and training to the paraeducator, and make the best use of the paraeducator's talent to help individualize educational experiences, develop concepts and skills, and nurture every student's potential. Clear distinctions between the role of the teacher and the role of the paraeducator must be made in order for the team to work together as an effective unit. The teacher is responsible for delegating duties to the paraeducator based on the needs of the class, and ensuring that the paraeducator follows established rules and procedures, and performs all assigned responsibilities in an effective and helpful manner. Any concerns should be communicated to the site administrator immediately.

The teacher has full responsibility for the education of the student in the classroom, and has sole responsibility for the design and delivery of the instructional program for each student. There are some duties which cannot appropriately be assigned to the paraeducator. Among these duties are: lesson planning, maintaining official records, assessing the performance level and determining appropriate techniques for observing and recording data about student behavior and achievement, communicating with parents and conducting parent conferences, preparing materials for the confidential files of students and evaluating the effectiveness of the instructional program.

### **TRANSFERS**

Transfers are not a right in VCOE. Voluntary transfers to a vacant position shall be allowed, in accordance with administrative regulations. Refer to Article 9 of the VCOE Bargaining Unit Agreement for information on Voluntary Transfers and Involuntary Transfers.

## **DISCIPLINARY ACTION**

VCOE progressively disciplines, except where the severity of the offense, be for just cause, and includes the following due process procedure. For additional information, refer to Article 29 of VCOE Bargaining Unit Agreement.

Progressive discipline shall include but not limited to the following:

Level 1 – Verbal Warning

Level 2 – Written Warning

Level 3 – A written reprimand

Level 4 – Suspension

## **PROFESSIONAL GROWTH REQUIREMENT**

As of January 1, 2007 the requirement to submit professional growth hours and employment for credential renewal for teaching and service credentials is no longer in effect. Clear credential is valid for the life of the holder as long as renewal fee and evidence of meeting professional fitness are submitted every 5 years. (Section 3: 44251; Section 11: 44270.1; Section 19: 44277; Coded Correspondence #06-0017)

## **RELEASE FROM TEACHING CONTRACT**

All teachers, other than substitute and hourly teachers are considered to be under contract for an entire school year and are expected to remain in their assigned position the entire year.

Occasionally, a teacher may find it necessary to request release from the contract before its completion. The County Superintendent has the option to accept or reject such a request. The decision to release a teacher from the teaching contract will be based on the ability to find an adequate replacement and on the prevention of disruption of the educational program. Teachers who break a teaching contract without a release by VCOE run the risk of losing their credential.

Questions concerning the process should be directed to the Human Resources Department. The decision of the Superintendent to accept or deny the request will be communicated in writing to the teacher.

## **RESIGNATION PROCEDURES**

Any certificated employee who voluntarily resigns from a position shall provide a written resignation to VCOE at the completion of his/her contract.

Formal notice of resignation may be accomplished by completing a resignation form, available from your supervisor or from the Human Resources Department. The form shall be processed through the department head and forwarded to the Human Resources Department.

Upon separation, the employee shall have an exit interview with the Human Resources Department. Rights of retirement benefits, continuation of insurance coverage, and unemployment insurance benefits may be discussed with the Payroll Department.

The employee shall be required to turn in all County possessions such as: telephones, pagers, keys to any premise or vehicle, computer equipment, identification badges and other school or office property before the final salary warrant will be released.

**EXIT INTERVIEW**

Upon termination, the employee shall have an exit interview with the Director of Human Resources. Rights of retirement benefits, continuation of insurance coverage, and unemployment insurance benefits may be discussed with the Payroll Department.

**REINSTATEMENT AND REEMPLOYMENT**

A regular employee may return to the same or similar position within VCOE at the same level on the salary schedule, upon the following conditions:

1. Resignation was given at the end of a completed contract.
2. Reinstatement must take place within thirty-nine (39) months after the last day of paid service.
3. Employee's final performance report must have been satisfactory.
4. The reinstatement is conditioned upon the approval of the department head, to fill an existing vacancy.

Reinstatement in accordance with the above procedure also restores:

1. Sick leave accrued at the time of termination (unless transferred to another agency); and
2. Step placement on the salary schedule.

**CONTINUATION OF BENEFITS (COBRA)**

Dependents who become ineligible due to age or marital status may purchase continuation of health, dental and vision benefits for a limited period of time, if the Payroll Department is notified within 30 days of the date the dependent becomes ineligible. It is the employee's or dependent's responsibility to advise the Payroll Department upon expiration of eligible status

An employee who becomes ineligible for paid health, dental and vision insurance coverage, due to reduction in hours or termination of employment, may purchase continuation of health, dental and vision benefits for the entire family for a limited period of time. The employee will be notified of continuation options at the time of termination or reduction in hours.

If you choose the option to continue your health, dental and vision benefits insurance coverage under COBRA you will be responsible for ensuring that payment is received on the due date (1st) of the month for which the premium is due. If any monthly payment is not received within 30 days of the due date, your continued health coverage will be cancelled without notice, (the postmark is not considered the received date). Checks returned by the bank constitute non-payment of premium and will result in cancellation of coverage without further notice.

## EMPLOYMENT REQUIREMENTS

### AFFIRMATIVE ACTION / EQUAL EMPLOYMENT OPPORTUNITY / AMERICANS WITH DISABILITIES ACT

VCOE is an equal employment opportunities employer. The employment and procurement in every department within VCOE will be on a totally fair and impartial basis, and no factors of race, religious creed, color, ancestry, national origin, sex, age, marital status, military and veteran status, medical condition, or physical handicap, where the latter does not impair one's job performance with reasonable accommodations, are to be considered.

Furthermore, VCOE recognizes the Americans with Disabilities Act (ADA) and acknowledges that reasonable accommodations for the employment of qualified persons with a physical disability or medical condition are necessary and consistent with the philosophy and intent of ADA.

### AB 1432 / MANDATED CHILD ABUSE REPORTING

VCOE is concerned about the national problem of child abuse. In an effort to support existing laws and support county personnel in reporting child abuse, VCOE has established the following procedures which offer direction and, hopefully, clarity to the reporting process. All VCOE employees are required to participate in and complete the AB 1432 training on an annual basis. Successful completion on the related examination is required.

**To report abuse or neglect, call the Human Services Agency 24-hour hotline: (805) 654-3200.  
For emergency help, dial 911.**

IF YOU HAVE A REASONABLE SUSPICION THAT A STUDENT IS A VICTIM OF ABUSE, whether physical, sexual, or neglect:

1. You are legally obligated to report it. Call Child Protective Services (CPS). (Note: Reasonable suspicion means that it is objectively reasonable for a person with your training and experience to entertain such a suspicion based on the facts, i.e., knowledge or observation, available to you.) To assist in determining whether an incident is reportable, you can ask yourself the question, "Do I suspect, based on my training and experience, that the injury was not accidental or not self-inflicted?" If the answer is "yes", the incident is reportable. Try to be clear, include the name of the person making the report, the name of the student, the present location of the student, the nature and extent of the injury, and any other information, including information that led you to suspect child abuse.
2. Complete the Suspected Child Abuse Report Form on file at your site and forward it to the appropriate agency within 36 hours. If necessary, pictures of the abuse area shall be taken.
3. If a student tells you that he or she is being sexually abused, believe the student and report it directly to CPS. It is extremely rare for a child not being abused to make up a scenario involving sexual abuse.
4. Employees who directly work with students are considered mandated reporters and are immune from prosecution and cannot be sued for reporting a suspicion of child abuse, even in the event that it later appears not to have taken place. You can be found guilty of a misdemeanor and confined in the County Jail for failure to report suspected abuse.
5. When discussing a child abuse matter, remember that they are the victims of a crime and are not to be blamed for it. Also, do not belittle the student's parents.

6. Supervisors should not prohibit their employees from completing a CPS report if the employees suspect abuse.
7. All employees should keep any reports made to CPS confidential, discussing the matter only with other employees who “need to know.”

#### IF YOU ARE ACCUSED OF MOLESTING OR ABUSING A CHILD:

1. If a verbal allegation is made by a parent, tell them that in view of their serious concerns, you will contact your administrator who will arrange a joint meeting time. Do not debate the issue with the parent. If parents or guardians insist on calling the supervisor directly, that is their right. However, you may wish to call first to alert the administrator to the situation.
2. If a report has been filed with CPS or the police, there will be an investigation and you will be questioned. If a CPS worker questions you, it is recommended that you speak with an administrator present who can confirm what you say, and the context in which you made the statement. It is your right not to talk to a CPS worker without first consulting your personal attorney at your own expense.
3. If a police officer comes to interrogate you, you may wish, for your own protection, to consult your personal attorney at your own expense prior to saying anything to the police. Sometimes innocent people feel “I don’t mind talking, I have nothing to hide,” but innocent statements can sometimes be manipulated or interpreted in such a way as to aggravate the situation. If you do choose to discuss the matter, it is again recommended that you do so in the presence of an administrator.
4. If formal charges are filed against you, the VCOE will conduct an investigation into the matter before deciding what action, if any, needs to be taken.

#### TO MINIMIZE THE LIKELIHOOD THAT YOU WILL BE CHARGED WITH ABUSE

1. Whenever possible, conduct dressing and toileting activities in the presence of another adult.
2. “High Fives,” handshakes, etc. are welcome contact for most students. Unrealistic fears of child abuse charges should not turn us into cold people, afraid to reward children with our touch.
3. When working individually with a child, do so in an area that is open to other areas. If it is necessary to work in a quiet and private place, keep a log of when and where you went and what activities the student was engaged in for that period.

### **ARMATUS SEXUAL MOLESTATION PREVENTION PROGRAM**

VCOE has teamed with the Ventura County Schools Self-Funding Authority, our insurance Joint Powers Authority (JPA), to contract with the Praesidium group in order to provide the Armatus Sexual Molestation Prevention training program for all employees. The purpose of this program is to raise everyone’s awareness level regarding the compelling issue of Sexual Molestation in our schools today. Sexual molestation of children is a vital social issue that affects all of us. It is our duty to safeguard the children and young people we serve in our schools each day and we can do this most effectively by observing and understanding the “signs” that sexual abuse may be occurring. The system tracks your participation and makes a report available to VCOE automatically. All employees must complete the Armatus Sexual Molestation Prevention Program training.

The program is now available online. It is simple to use and the average time of completion of all modules is approximately one hour. Logging on is quick and simple by following these steps:

1. Logon to a high-speed Internet connections and go to: [www.Praesidiuminc.com](http://www.Praesidiuminc.com). Click on **LOGIN** under **Online Training** on the lower left side of the screen by the magnifying glass. You may need to scroll down.
2. Select **Login to Armatus 2.0**.
3. Enter your login. Your login is the first letter of first name and full last name (example: Mary Smith = msmith). You must use lowercase keys.
4. Enter your password and click submit. Your password is your four digits employee identification number (which can be located on your paystub), followed by "ca". (example: 1234ca)
5. Click on Submit and begin.

## PROFESSIONAL CREDENTIALS

Credential renewals are the responsibility of the employee. If your position requires a specific credential and you do not have the appropriate credential on file, no payment of salary can be given. The credential must be on file with VCOE in order to receive compensation. The Human Resources Department is available to give credential information and assistance when necessary.

There are two ways to submit your application for renewal:

1. **Renew Your Credential Online** - Qualifying credentials must be renewed online at [www.ctc.ca.gov/](http://www.ctc.ca.gov/). Credentials renewed online are processed in 10 working days. Effective January 1, 2007, all clear, professional and professional clear credentials **MUST** be renewed online. The Commission no longer accepts paper applications for clear, professional, and professional clear credential types.
2. **Submit Your Application by Mail** - Credentials that do not meet online renewal criterion must be applied for via postal mail. Application forms are available for download at [www.ctc.ca.gov/](http://www.ctc.ca.gov/). Some credentials and permits may require you to file your renewal application through your employing agency or institution of higher education.

## EMPLOYEE MEDICAL EXAMINATION

All employees of VCOE may be required to undergo a periodic medical examination to insure that the employee is free from any communicable disease, or when there is evidence that a medical problem exists that interferes with the normal responsibilities of the employee's position. VCOE will either provide the required examination or cause the examination to be provided. A medical certificate stating that the employee is physically able to resume regular duties shall be placed in the employee's medical file.

## FREEDOM FROM TUBERCULOSIS

During payroll orientation, employees will be given the necessary forms to ensure verification of freedom from Tuberculosis. Verification of freedom from tuberculosis is required upon employment and every four years thereafter. If you had a TB taken for employment in another district which has not expired, it will be accepted to meet this requirement. If you had a TB x-ray or intradermal skin test within the past 60 days, for another reason that can be verified in writing by the doctor or agency who administered the test, it will be accepted. VCOE must have TB verification within thirty days of beginning your services.

## **EMPLOYMENT ELIGIBILITY VERIFICATION DOCUMENT**

Verification of the right to work in the U.S. is required by the Federal Government. Upon initial employment, the employee must show evidence of identity and employment eligibility when completing the I-9 Document.

## **FINGERPRINTS**

As applicable to the position with VCOE, each employee shall be electronically fingerprinted in conformance with Education Code Section 45125 and as a condition of employment. Fingerprints are forwarded to the Department of Justice and Federal Bureau of Investigation for screening to assure that no employee has been convicted of a controlled substance, sex crime or other crime that would preclude employment by VCOE. Employees may not report to their assignments for duty prior to acceptance of their fingerprint clearance by the Human Resources Department.

## **OATH OR AFFIRMATION OF ALLEGIANCE**

A signed Oath of Allegiance is required of all California public employees.

## **MANDATORY DISASTER SERVICE WORKERS**

All employees are by law disaster service workers in the event of a declared emergency. (See Appendix A – Government Code, Chapter 8, Division 4, Title 1, Sections 3101) According to the type of emergency, specific duties shall be assigned to all employees. In addition, VCOE employees can be reassigned to other public agencies during a state of emergency.

## **VERIFICATION OF SOCIAL SECURITY CARD**

VCOE requires a copy of your social security card be on file with the Payroll Department before any payroll checks will be processed. Per federal regulations, VCOE must pay you exactly as your name is listed on your social security card. This regulation is in place to protect both the employee and employer. By using the exact information printed on your social security card, earnings reported to state and federal agencies will be posted accurately to insure proper credit to you. If an employee is paid under an incorrect name or social security number, VCOE may be subject to penalties. A copy of your social security card is also required by the State Teachers Retirement System upon enrollment.

## **PERSONNEL FILES**

The personnel file maintained in the Human Resources Department is the only official and legal permanent record that can be maintained on employees. A major purpose of the file is to protect employees against arbitrary and prejudicial personnel decisions. The personnel file is governed by Education Code 44031 which requires a procedure whereby employees can correct or rebut incomplete or inaccurate information in the hands of their employers which might affect their employment status. Additionally, no information of a derogatory nature can be entered or filed unless and until the employee is given notice and an

All employee personnel files are confidential and are available only to the employee and to people with official access permission.

opportunity to review and respond. To this end, any document relating to an employee's performance, whether it is a formal evaluation, observation, report, memorandum, commendation, written warning, reprimand, or otherwise, shall be put in the employee's personnel file.

Every employee has the right to inspect his/her personnel file upon request, provided that the request is made when the employee is not required to render services to VCOE.

#### **CHANGE OF NAME, ADDRESS or PHONE NUMBER**

If you change your name, address or phone number, remember to report the change to your supervisor and to the Human Resources Department.

#### **CONVICTION OF NARCOTICS OR SEX OFFENSE**

Conviction of a sex offense or narcotics offense as defined in California Education Code Sections 44010 and 44011 will result in immediate termination of employment.

## SALARY AND BENEFITS

### DISTRIBUTION OF PAY CHECKS

Pay day is the last business day of each month. The following options are available for delivery of pay checks:

1. Direct deposit to a financial institution, provided employee has filed the appropriate forms with the Payroll Department. This option will electronically post the employee's pay check to a checking or savings account of the employee's choice each pay day; the employee will receive a pay stub (paper copy or e-mail) that looks like a regular check stub with all of the tax and deduction information. (One month processing time is required before the first direct deposit can be made.)
2. Employees, with the approval of their supervisors and as permitted by assignment, may pick up their check in the Payroll Department after 8:30 a.m. on pay day each month.
3. A specific employee, acceptable to the Business Office, may be authorized to receive pay checks for staff at various locations and distribute those checks to employees at that location. (This option is only available if there is a volunteer from your site that will come into the Payroll Department on pay day and pick up the checks.)
4. Employees may designate, **in writing**, a member of their immediate family to whom, with proper identification, the Payroll Department may release a pay check. This person will be required to sign for the check.
5. U.S. Mail may be utilized to forward pay checks to the employee's home. **We cannot assume responsibility for delays that may occur when mail is lost or delayed. A minimum of 7 days is required to report a pay check was lost in the mail.**

If you feel there has been an error in any pay check you receive, or if you have questions concerning the amount of your check, contact the Payroll Department immediately at 383-1949.

Your choice may be changed at any time. The Payroll Department must be notified at least 10 days prior to pay day for direct deposit, and at least 48 hours before pay day for any other option. Cancellation or change of any of the above options must be made to the Payroll Department in writing.

### PAY DAY AND DEDUCTIONS

Employees are paid monthly, normally on the last working day of each month. Accompanying your check will be a statement of earnings and deductions.

The following deductions are required:

1. Federal and State Income Tax,
2. Retirement Contributions\*,
3. Survivor Benefit (currently \$2.00 monthly),
4. Employee portion of Medicare contribution (applies to anyone employed after 4/1/86),
5. Union Dues (Fair Share), and
6. Employee contribution for the VCOE Health Benefit Program.

All other deductions are voluntary and require written authorization. If you choose, deductions will be made for such things as: Credit Union payments or savings, union dues (if applicable), Tax Sheltered Annuities and some charitable contributions.

If you feel there has been an error in any pay check you receive, or if you have questions concerning the amount of your check, you should contact the Payroll Department immediately.

\*Retirement contributions are deducted before state and federal tax is calculated. Retirement contributions will be taxable when received at the time of retirement or withdrawal from the retirement system. Withdrawal prior to retirement or age 59-1/2 may also result in tax penalties.

## **SALARY SCHEDULE PLACEMENT**

Initial salary placement is made by the Human Resources Department based on information contained in the employment application and confirmed by official college transcripts and letters of verification of experience.

Units or credits accepted for placement on the salary schedule must be post-graduate units earned after the Bachelor's degree was awarded. Only semester units or hours of credit granted by an accredited college or university will be accepted. Quarter units are 2/3 of a semester unit. Doctoral stipends are pro-rated; it is the responsibility of the employee to provide documentation to the Human Resources department. Doctoral stipends are pro-rated; it is the responsibility of the employee to provide documentation to the Human Resources Department.

Consult the Ventura County Federation of School Employees, Collective Bargaining Agreement, Article 26, for specific requirements for salary advancement.

## **TIME CARDS**

All time cards require recording of entry of days worked. The employee's signature on the time card will serve as certification that "ALL" time worked is reported on the time card. All time cards must be submitted to your supervisor whose signature of approval is required prior to submission to the Payroll Department.

It will be the supervisor's responsibility to ensure the following:

1. Leaves taken have been approved and meet the requirements set forth for each type of leave.
2. No salary is paid for time not worked, (i.e., unofficial leave of absence, leaving work assignments early, tardiness, etc.)
3. Time off for industrial (work related) injuries/illness must be coded appropriately on timecards, (i.e. medical appointments, physical therapy, x-rays and/or diagnostic restrictions.) Consult the Risk Manager if you have questions.
4. Time off for industrial (work-related) injuries/illness must be coded appropriately on time cards, (i.e. medical appointment, physical therapy, x-rays and/or diagnostic testing).

All time cards become a part of the employee's permanent record.

## **HOLIDAYS**

VCOE facilities will be closed on the following holidays:

- New Year's Day (plus one additional day)
- Martin Luther King Jr. Day
- Lincoln's Birthday
- President's Day
- Spring Break
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving Day, and the day following Thanksgiving
- Winter Break (plus one additional day)

Classes shall be closed for the normal winter and spring recesses, as provided in the school calendar adopted annually.

## **HEALTH, DENTAL, AND VISION INSURANCE**

VCOE contributes to health and dental insurance for all eligible employee and their eligible dependents. If employment is less than full-time, VCOE will be responsible for paying a prorated amount toward insurance. Employees must work at least 20 hours or more per week to be eligible. A brochure explaining benefits of the plan is provided to each employee during payroll orientation. Any questions regarding coverage or payment of benefits should be directed to the claims administrator as indicated in the brochure.

It is the employee's responsibility to request a change form, from the Payroll Department, to report a change of address or changes in eligible dependents. All changes must be reported within 30 days to assure uninterrupted coverage. The open enrollment period for changing health coverage is the month of September, with changes effective October 1.

## **RETIREMENT COVERAGE**

In accordance with the Education Code, certificated employees are required to be members of the California State Teachers' Retirement System (STRS). Members of Public Employees' Retirement System (PERS) who accept certificated employment may be allowed to continue PERS coverage. STRS provides disability benefits, survivor benefits and lifetime pensions for vested members. Tax-deferred contributions of 8% of earnings are deducted from the employee's pay. A refund of contributions may be taken only upon termination of employment. For a STRS Member Handbook or for additional information, contact the Retirement Division, or visit [www.calstrs.com/](http://www.calstrs.com/).

## **SECTION 125 FLEXIBLE BENEFIT PLAN**

This plan allows for the use of "pre-tax" dollars to pay for the employee portion of certain benefits. Additionally, if you have dependent care or contribute to your health and dental insurance coverage, you may set aside more pre-tax dollars to pay for these. Contact the Payroll Department for more information.

## TAX SHELTERED ANNUITIES

Tax Sheltered Annuities (TSA) may be purchased through a number of licensed insurance companies or agencies. The employee must select the plan desired and request the appropriate contract revisions. Neither VCOE nor any member of the staff may promote or recommend any particular plan. The Payroll Department may advise you of the names of companies currently providing plans to other staff members. The amount of annual contributions to a TSA is limited by Internal Revenue Service (IRS) Regulations. The employee is responsible for assuring contributions are within the authorized limit.

Contributions to a TSA are taxable when withdrawn and may be subject to tax penalties if withdrawn prior to age 59½.

## WORKERS' COMPENSATION INSURANCE BENEFITS

Workers' Compensation Insurance benefits are provided for industrial injuries. Coverage is provided by participation in the Ventura County Schools Self-Funding Authority. If you are injured, follow the procedure for Industrial Injuries as outlined in the Health and Safety section of this handbook.

## SICK LEAVE

Sick leave is authorized for all regular employees. Employees shall accrue sick leave credit at the rate of twelve (12) days per fiscal year of service.

Employees who work less than full-time will accrue that proportion of twelve (12) days that the amount of time employed bears to full-time service. Full-time service is twelve (12) months per year, five (5) days per week, eight (8) hours per day.

Sick leave shall be cumulative from year to year, and shall be used as follows:

1. Injury or illness of employee.
2. Medical and dental office appointments for employee.
3. Injury, illness, medical and dental office calls for immediate family. (These are covered under Personal Necessity Leave and are limited to seven (7) working days per fiscal year.)

Upon employment, each regular employee shall be advanced one-half (½) of the sick leave accruable in the first year of service. Should it be necessary to use sick leave, it will be subtracted from this advance. Should sick leave exceed the amount advanced **before** the end of six (6) full months of service, there will be a monetary deduction for sick leave. No additional time shall accrue until the seventh month of service, at which time sick leave shall be credited for the balance of the current fiscal year.

Sick leave may not be used to increase any vacation accrual.

### Sick Leave Accrual

VCOE employees have no limitation as to accrual of sick leave. Time accrued may be transferred to another VCOE employee through the Catastrophic Leave Process (see page 29), another school district in California, or the California State Department of Education.

An employee transferring from any of these agencies may be credited for sick leave accrued at the prior

agency, when verified in writing by that agency.

### **Change to Sick Leave Status**

An employee who becomes ill or injured while on vacation may change the status from vacation to sick leave by informing the supervisor on the first day of such disability. No time prior to the notification is subject to change.

### **Doctor's Certificate - Medical Evaluation**

You will be required to furnish a certificate from a medical doctor during any period of absence for illness/injury exceeding five days. Before you return to work you may be required to submit to a medical evaluation by a physician designated by VCOE.

### **Pregnancy**

Pregnancy is not considered an illness; however, paid sick leave may be used toward the necessary time off if the attending physician certifies it as a disability. Time beyond that may be charged to vacation, compensation time, or taken without pay, in accordance with Leave of Absence policies. At any time during pregnancy, the supervisor may require a doctor's certification indicating the employee is able to continue working. Leave of absence may be granted for up to one (1) year. Following childbirth, the employee must provide the supervisor with a doctor's certification that she is able to return to work, before she is reinstated.

### **Calling In**

When it is necessary to be absent because of illness or accident, the employee shall notify the department head at the **beginning** of the normal work day, on the **first** date of absence. If the illness continues, the employee shall continue to notify the department head of the status on a daily basis. If the doctor or the condition indicates a specific period of absence will be required, and the supervisor is advised of the anticipated period of absence, it will not be necessary to report daily during the specified period. Additionally, if you are under the care of a doctor, notify HR for further guidance. Call in procedures may vary at school sites.

Regular and prompt attendance is an important requirement of your job. If illness or some other emergency causes an unplanned absence, you must notify your department head or supervisor as soon as possible on the first day of absence. Failure to call in shall be treated as unauthorized time off without pay. **Absence from work for three (3) consecutive days without authorization will be judged to be a voluntary resignation.** It is the sole responsibility of the employee to call in such instances.

## LEAVES OF ABSENCE

### REQUESTS FOR LEAVES OF ABSENCE WITH OR WITHOUT PAY

Any request for a leave of absence, other than a normal non-work day, shall be filed with the Supervisor who shall make a recommendation and forward it to the Human Resources Department for approval or denial. (Requests for leave of absence for less than thirty [30] days may be approved by the Department Head and do not require a formal written request; however, the Payroll Department must be notified.) Such requests shall state the reasons for the leave and the duration. If such leave is for medical reasons, a release from the employee's physician shall be presented before leave whenever possible. (This shall include leaves for work-related injury or illness, or maternity leave.) If in an unpaid status in excess of fifty percent (50%) of the scheduled work days in a month, your sick leave credit will be adjusted accordingly.

Health, dental and vision insurance benefits may be continued while on approved leave of absence by arranging to make personal payments. Coverage will be cancelled without notice if monthly payment is not received on time. Contact the Payroll Department to arrange personal payment.

### DISCRETIONARY PERSONAL NECESSITY LEAVE

Discretionary Personal Necessity Leave days (DPNL) are Personal Necessity Leave Days (Superintendent Policy 4261.22) an employee may use at his/her own discretion, without providing written or verbal justification for the leave. Employees will earn Discretionary Personal Necessity days based on the number of sick leave days accumulated and recorded on the September pay warrant. At no time can DPNL exceed the employee's accumulated sick leave. The following scale will be used to determine Discretionary Personal Necessity Leave days:

- a) One (1) to thirty (30) days accumulated sick leave = three (3) DPNL days.
- b) Thirty-one (31) to sixty (60) days accumulated sick leave = four (4) DPNL days.
- c) Sixty-one (61) to one hundred (100) days accumulated sick leave = five (5) DPNL days.
- d) One hundred-one (101) or more days accumulated sick leave = seven (7) DPNL days.

An approved leave of absence guarantees return to an equal or similar position, not necessarily the same position or site.

DPNL must be approved by the supervisor/administrator and require forty-eight hour advance notification. In the event that the number of employees at a school/program requesting DPNL leave will interfere, due to excessive absenteeism or other circumstances, with the normal functioning of the school/program and would result in severe hardship for the school/program, the DPNL may be denied. DPNL cannot be used to extend holidays or vacations, to seek or engage in remunerative employment or for concerted activities.

## PERSONAL NECESSITY LEAVE

A maximum of seven (7) days per year of current and accrued sick leave may be used for personal necessity. Personal necessity is defined as: Circumstances of an emergency or serious nature, which the employee cannot reasonably be expected to disregard, and require the attention of the employee during assigned hours of work.

Events justifying personal necessity leave will include:

1. Death of a member of your immediate family when additional leave is required beyond that provided in the bereavement leave policy.
2. One day shall be granted in the event of a death of a close friend or non-immediate family member.
3. An accident involving your personal property, a member of your immediate family, or an immediate family member's property.
4. Appearance in court as a litigant or a witness under subpoena.
5. Incapacitating illness of a member of your immediate family.
6. Imminent danger to your home as a result of earthquake, fire, flood, etc.
7. One (1) day leave is granted to allow the father's presence at the time of birth of his child or when birth is considered imminent.
8. Religious holiday.
9. Discretionary Leave.
10. Other occasions you cannot reasonably be expected to disregard until other than work hours.

There is no carry-over of DPNL days from year to year. DPNL may be used in ½ or in whole day increments.

No more than two (2) DPNL days may be used consecutively.

DPNL cannot be used when employed on a daily pay rate for days over contract.

Personal necessity leave shall be requested at least five (5) working days in advance, except for purposes of death, serious illness of immediate family members, or accident involving personal property.

Proof of the need for use of personal necessity leave may be required.

## BEREAVEMENT LEAVE

An employee will be allowed up to five (5) working days off without loss of pay because of a death in the immediate family. If additional time off is required, the department head may allow use of personal necessity leave (charged against sick leave accrual), accrued vacation or compensatory time accumulated.

Immediate family is defined as: Mother, father, grandfather, grandmother, grandchild of the unit member or the spouse of the unit member, spouse, son, daughter, son-in-law, daughter-in-law, brother or sister of the unit member or the spouse of the unit member, or any person living in the immediate household of the unit member. The "step" equivalent of any of the above relatives shall also be considered immediate family.

Immediate family does not include ex-spouses or family members of ex-spouse.

## CATASTROPHIC LEAVE

A catastrophic leave program is available to allow employees to donate available accrued paid leave benefits to another employee, when that employee or a member of his/her immediate family suffers a catastrophic illness or injury and the employee has exhausted all available accrued paid leave benefits. **Contact the Human Resources Department for specific rules and procedures regarding the use of catastrophic leave.**

## FAMILY AND MEDICAL LEAVE ACT (FMLA)

An employee who has been employed for at least 12 months AND who has at least 1250 hours of actual time worked during the 12 month period immediately preceding the commencement of the leave is eligible for FMLA. FMLA requires the employer to grant as much as twelve weeks of leave in a 12 month period. Leaves for any of the following purposes qualify for FMLA Leave:

- The birth of a child, and to care for a newborn.
- The arrival of a child for adoption or foster care.
- To care for an immediate family member who has a serious health condition, including a child, grandchild, spouse, sibling, parent, parent-in-law or grandparent.
- For an employee's own serious health condition.

As soon as you learn you are pregnant, notify the Human Resources Department. Appropriate documentation will be prepared and sent to your doctor regarding the actual period of disability.

Entitlement to leave for the birth or placement of a child for adoption or foster care expires 12 months after birth or placement. Leave provided by FMLA in excess of available vacation time shall be unpaid.

The 12 month period is measured forward from the date an employee's first leave began. All leave usage that qualifies under the terms of the FMLA leave shall be counted towards the available 12 work weeks within a 12 month period, including intermittent and reduced workload leaves. Health care and dental benefits coverage shall be continued during the FMLA leave.

If an employee fails to return from leave, paid health and dental coverage will cease unless the employee does not return because of the continuation, recurrence, onset of a serious health condition or other circumstances beyond the employee's control. The employee's desire to stay with a family member even though the family member no longer requires the employee's care, or a mother's decision to stay home with a newborn child and not return to work, do not qualify as "other circumstances beyond the employee's control." Except as provided above, if an employee fails to return after expiration for eligibility for FMLA leave, the employee shall pay the full cost of coverage for health and dental benefits during the entire period of unpaid FMLA leave. Any amounts due under this section may be deducted from any sums due to the employee (e.g. unpaid wages, vacation pay, etc.).

For additional information on other types of leaves, refer to Article 27 of the Collective Bargaining Agreement.

## **MATERNITY LEAVE & CALIFORNIA FAMILY RIGHTS ACT (CFRA)**

Maternity leave is provided to all expectant mothers. Accrued sick leave available must be used during the period of actual disability as certified by a medical doctor. Other accrued time and/or accumulated compensation time may be used for maternity leave purposes. If additional time off is desired, it shall be without pay, in accordance with the Family Medical Leave Act (FMLA) and/or the California Family Rights Act (CFRA). Please schedule an appointment with Human Resources to discuss your options in a timely manner. Appropriate documentation will be prepared and sent to your doctor regarding the actual period of disability.

Additionally, adoptive parents may request leave through FMLA and/or CFRA. Notify the Human Resources Department to learn more about this option.

## **JURY DUTY**

If a summons for jury duty is received, it must be presented to your supervisor immediately, in order that duties can be reassigned in advance of the absence. While on jury duty, employees are expected to report to work any day or significant portion of the day they are not required to be present in court.

The appropriate code must be entered on the time card. No deduction will be made from regular salary. Any payment for daily jury service received from the County or Federal Government must be turned over to VCOE. Employees may keep any payment received for mileage reimbursement. When the check for jury duty services is received, it will also include mileage reimbursement.

## **INDUSTRIAL ACCIDENT AND ILLNESS LEAVE**

Employees who have successfully completed an initial probationary period will be granted leave of absence with pay for a period of sixty (60) working days in any one (1) fiscal year for the same accident. If the sixty (60) days overlap into the next fiscal year, salary will be paid for only those days remaining at the end of the fiscal year in which the accident occurred. To qualify for leave with pay, the absence must have been recommended by the attending physician. (Industrial leave is not deducted from accrued sick leave.) Such leave shall not be accumulated from year to year.

During a paid leave of absence, the employee must endorse all temporary disability benefit payment checks, received from the Workers' Compensation Claims Administrator, to the County School Service Fund. The employee will, in turn, receive full salary through the regular payroll process with all normal payroll deductions. This process enables the employee to receive full retirement service credit for the period of such paid leave.

Sick leave and any other available paid leave may be used to prevent loss of wages after the sixty (60) days industrial leave is exhausted.

A doctor's release to return to regular duties must be presented to your supervisor prior to returning to work from industrial injury or illness leave. In certain restricted situations, a release to return to limited or restricted duties may be accepted. Special permission must be obtained from the Human Resources Department.

## HEALTH AND SAFETY

### AIR POLLUTION EMERGENCY ALERT PLAN

In the event of an air pollution emergency alert, the Human Resources Department will notify each site of the level of the alert. School staff will be expected to modify programs which require students to have prolonged or strenuous physical activities on the day of the smog alert. In determining whether a proposed activity can be conducted, assess each activity to ascertain its potential for increasing the respiration rate for an extended period of time. The intensity of an activity should be the determining factor in deciding to cancel an activity.

During a **Stage 1 Alert**, strenuous outdoor physical activity for all students shall be discontinued. Activities of a less strenuous nature shall be substituted. The following students shall be allowed to remain indoors:

- Students with respiratory difficulties which are aggravated by smog;
- Students who have notes from parents or doctors; and
- Students who are complaining about the effects of smog.

During a **Stage 2 Alert**, all students are to remain indoors.

VCOE believes that safety and health information should be shared openly with anyone using or working around hazardous substances and that all attempts should be made to minimize the use of hazardous substances.

### DRUG AND ALCOHOL FREE WORKPLACE

VCOE is fully committed to achieving a drug and alcohol free environment for its students and employees. The unlawful manufacture, distribution, dispersing, possession or use of a controlled substance or alcohol is prohibited in all VCOE work places.

While VCOE has no intention of intruding into the private lives of its employees, involvement with drugs off the job can affect job performance and safety. Employees who think they may have a drug/alcohol problem are urged to voluntarily seek assistance and get help immediately through their individual health plans. While VCOE will be supportive of those who seek help voluntarily, it will be equally firm in identifying and disciplining those who continue to be substance abusers and do not seek help. To this end, VCOE will act to eliminate any substance abuse (illegal drugs, prescription drugs or any other substance which could impair an employee's safety and ability to effectively perform the functions of the assigned job) that increases the potential for accidents, absenteeism, substandard performance, poor employee morale or damage to the reputation of VCOE. All employees must be aware that violations of the Drug Free Workplace Policy will result in discipline, up to and including termination.

Employee responsibilities for a drug free workplace include:

- Not having his/her ability to perform job duties impaired due to the use of illegal drugs or prescription drugs without a prescription.
- Not reporting to work or being subject to duty while his/her ability to perform job duties is impaired by use of illegal drugs or prescription drugs, with or without a prescription.
- Not possessing or being under the influence of illegal drugs or prescription drugs, without a prescription, during working hours or while subject to being called to duty, on breaks, during meal periods or at any time while on VCOE property.
- Not directly or through a third party selling or providing drugs to any person, including any employee, while either employee or both employees are on duty or subject to being called to duty.

- Submitting immediately to a drug test when requested by a responsible VCOE manager.
- Notifying his/her supervisor, manager or the Human Resources Department before beginning work, when taking any medications or drugs, prescription or non-prescription, that may interfere with the safe and effective performance of duties or operation of equipment.
- Providing within 24 hours of request, bona fide, verification of a current valid prescription for any potentially impairing drug or medication identified when a drug test is positive. The prescription must be in the employee's name.
- Notifying his/her supervisor or the Human Resources Department of any criminal drug statute conviction within five (5) days after such conviction.

As a condition of being employed to work under any federal grant received by VCOE, employees are required to abide by the terms of this statement. These employees are further required to notify their supervisor, (or the Human Resources Department), of any conviction for a criminal drug statute violation within five days after such conviction.

## HAZARDOUS MATERIALS COMMUNICATION PROGRAM

VCOE maintains a Hazard Communication Program that complies with Cal-OSHA General Industry Safety Orders, California Code of Regulations, Title 8, Section 5194. The full program is available on request to all employees or their designated representatives, Cal-OSHA personnel and other authorized persons as required by California law.

The following is a summary of VCOE's Hazard Communication Program:

- VCOE will label, tag or mark all hazardous substance containers with the chemical make/contents and appropriate health and physical hazard warnings;
- VCOE will maintain a list of all hazardous substances in the workplace;
- VCOE will maintain in a designated book in each area, Safety Data Sheets (SDS), recording when hazardous substances are used or stored; and
- Before being assigned to handle hazardous substances and before new hazardous substances are introduced into the work area, employees shall participate in Hazard Communication Training.

## INDUSTRIAL INJURIES

It is imperative that the following procedures be followed when an industrial (on-the-job) injury occurs:

1. All injuries, illnesses, and near-miss incidents **must** be reported immediately to your supervisor and the Risk Management Department before the end of the work shift during which the incident occurred, regardless of whether medical attention is necessary. Risk Management Department's phone number is (805) 383-1916. (*Note: If an industrial accident occurs outside of normal work hours, the injured worker must call the Risk Management Department and leave a message before seeking medical treatment.*)
2. Injuries on the job, regardless of how slight, must be reported to your supervisor immediately and cared for by First Aid, or if necessary, by a doctor. **Failure to report an injury at the time it occurs is grounds for disciplinary action, up to and including dismissal.** (See item 15 under the "Rules and Regulations" section of this handbook.) Minor injuries (scratches, cuts, puncture wounds and contusions) should be treated immediately with appropriate First Aid procedures on site. Failure to apply First Aid to minor injuries can result in serious infections later. Reasonable precautions to

prevent further complications are the responsibility of every employee.

3. The supervisor will complete and sign a "Supervisor's Report of Injury" form and submit it to the Risk Management Department.
4. Employee should contact the Risk Management Department to obtain (1) a Department of Workers' Compensation (DWC-1) and (2) an Employee Statement form. Failure to do this could result in a delay of payment of medical expenses or Workers' Compensation benefits.
5. If the injury requires medical attention, you will be given an authorization to seek medical treatment with a "designated medical facility." These facilities have been specifically selected for treatment of industrial injuries. The doctors are familiar with Workers' Compensation laws regarding reporting and billing. Unless a Pre-Designation of Personal Physician form is on file, **prior** to sustaining an injury, VCOE has the right to designate the treating physician in all industrial injury cases for the first 30 days of treatment. **DO NOT seek medical treatment without authorization from the Risk Management Department.** Proper procedure must be followed in order for VCOE to accept responsibility for your injury and required medical bills. Treatment at a hospital emergency room is only authorized when an actual emergency exists.
6. After 30 days from the date of injury, you have the right to be treated by a physician of your choice, within the Medical Provider Network (MPN) and within a reasonable geographic location. Contact the Risk Management Department if you desire a change in medical facilities during the course of treatment. A change in physician must be authorized by our Workers' Compensation Administrator before Workers' Compensation insurance will assume financial responsibility for any services.
7. As soon as you have been treated by a designated medical facility, report to the Risk Management Department and then to your supervisor the outcome of the visit. Submit all medical status reports from the medical facility to the Risk Management Department. If modified work or time off is required, the Risk Management Department must be notified immediately. Regularly update your supervisor on your progress.
8. If you have any questions regarding your injury, status during time off, medical bills, etc., please do not hesitate to call our Workers' Compensation Administrator at (805) 288-4072 or the Risk Management Department. For questions regarding salary continuation, contact the Payroll Department.
9. If, after treatment, you are dissatisfied with the physician or medical facility, contact Risk Management or the Workers' Compensation Administrator.
10. Prior approval must be obtained to leave the state while receiving Workers' Compensation benefits.

For additional benefits provided, refer to the Industrial Injury or Illness Leave section of this handbook.

## INFECTIOUS DISEASES / BLOODBORNE PATHOGENS EXPOSURE CONTROL PLAN

VCOE's "Bloodborne Pathogens Exposure Program" is in accordance with the Occupational Safety and Health Administration (OSHA) Bloodborne Pathogens Standard 29 CFR 1910.1030. The following summary outlines the VCOE Exposure Control Plan:

1. Exposure Determination  
Occupational exposure means reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood, saliva, semen, vaginal secretions or other potentially infectious body fluids that may result from the performance of employment related duties.

The tasks/procedures that are considered potential routes of exposure for teachers, paraeducators, nurses and specialists include: specialized healthcare procedures; interaction which results in a student spitting at, biting or bleeding on an employee; clean-up of blood, saliva, semen or vomit; toileting or diaper-changing students; inspection of students for possession of weapons or drugs; and rendering first aid.

The tasks/procedures that are considered potential routes of exposure for custodians include: clean-up of blood, saliva, semen or vomit; handling, repair or maintenance of equipment or tools that may be contaminated with blood, saliva or vomit.

Although administrative and clerical staff do not routinely perform tasks/procedures that are considered potential routes of exposure, they may occasionally perform any of the tasks/procedures listed above. Therefore, they are included in all aspects of the Exposure Control Plan.

## 2. Implementation Methodology

- a. Work Practices - **Universal precautions will be observed at all VCOE facilities.** All blood, saliva, vomit and semen will be considered infectious regardless of the perceived status of the source individual. Work practices shall be implemented to eliminate or minimize exposure to employees.
- b. Personal Protective Equipment
  - i. Personal protective equipment may include gloves, outer garments, masks, eye protection, face shields. Personal protective equipment shall be provided at no cost to the employee. The program manager/principal is responsible for ensuring that the proper personal protective equipment is available. Employees are responsible for wearing the designated personal protective equipment.
  - ii. **Disposable gloves** shall be worn whenever it is reasonably anticipated that employees could have contact with blood, saliva, semen or vomit. Associated tasks/procedures which require the use of disposable gloves include: rendering first aid; clean up of blood, saliva, semen or vomit; toileting and diaper-changing; specialized health care procedures; and decontamination of surfaces, tools or equipment. Disposable gloves are not to be washed or decontaminated for re-use. They shall be replaced after each use and when they become contaminated, torn, punctured, or when their ability to function as a barrier has been compromised.
  - iii. **Utility gloves** may be worn to perform some of the above tasks. They may be decontaminated for reuse as long as their ability to function as a barrier is not compromised.
  - iv. **Barrier masks** shall be available in all first aid kits. They shall be used whenever possible, for administering rescue breathing or CPR. They shall be decontaminated after each use.
  - v. **Masks/Eye Protection/Face shields** shall be worn when performing specialized health care procedures, feeding students and rendering first aid if it is reasonably anticipated that blood, saliva or vomit would enter the employee's eyes, nose or mouth. Masks shall be replaced after each use. Face shields shall be decontaminated after each use.
  - vi. **Personal protective equipment is decontaminated by soaking in a solution of one part bleach to ten parts water for at least five minutes.**

- c. Hand Washing - Employees shall wash their hands with soap and water following any contact with blood, saliva, semen or vomit and upon removal of personal protective gloves.
- d. Decontamination - All surfaces contaminated by blood, saliva, semen or vomit will be decontaminated as soon as possible. A solution of one part bleach to ten parts water shall be used.

### 3. Hepatitis B Vaccine

Hepatitis B Vaccine (HBV) and vaccination series shall be offered at no cost to employees designated as having primary occupational exposure to bloodborne pathogens. Employees not offered the vaccine may request it by completing the "Voluntary Request for the Hepatitis B Vaccine" form. The vaccine shall be provided at no cost to the employee. The HBV vaccine is administered in a series of three injections spread out over a six-month period. Side effects are minimal, but the vaccine is not recommended for persons who are allergic or hypersensitive to yeast. Employees are encouraged to discuss any questions/concerns about the Hepatitis B vaccine with their personal physician. Employees shall be notified in writing of the locations and dates where the vaccine will be administered.

Employees have the right to decline the vaccination. Those who do so shall sign a declination form. Employees who initially decline the Hepatitis B vaccine and later wish to have it may then have the vaccine provided at no cost to them.

The Hepatitis B vaccine program is administered by the Risk Management Department, in cooperation with program managers and principals.

### 4. Post-Exposure Evaluation and Follow-Up

All exposure incidents shall be reported to the Program Manager or Principal and the Human Resources Department immediately. Some examples of exposure incidents are: an employee bitten by a student; blood, saliva or vomit entering the eyes, nose, mouth or an open wound; clean-up of blood, saliva, semen or vomit without personal protective equipment; and a search resulting in a needle stick or cut by a contaminated sharp object.

Employees who experience an exposure incident will be offered post-exposure evaluation and follow-up in accordance with the OSHA Standard.

### 5. Training

Training will be provided to all employees regarding all aspects of the Bloodborne Pathogens Exposure Control Plan.

## **INTEGRATED PEST MANAGEMENT PROGRAM**

The use of pesticides and chemicals has become increasingly common in schools when dealing with such problems as pests and weeds. Many of the pesticides currently in use in our society pose risks to human health and the environment. Therefore, VCOE has adopted a policy for managing pests on school sites in a manner that is safe for humans.

All employees are responsible for good housekeeping. Good housekeeping is an essential part of an effective pest management program. No chemical products shall be used directly around children. There will be no open food storage nor preparation in areas not intended and/or designated for the use.

Classroom food and all lunches brought from home must be stored in a designated, sealable container. No chemicals or other pest management products shall be brought from home for use in the classroom.

When necessary to apply pesticide applications, warning signs will be posted prior to application at the school site. An annual written notification will be sent to parents and staff addressing expected pesticides to be used. The recipients of this notification will be given the opportunity to register to receive information regarding individual pesticide applications. School sites will maintain records of all pesticides use for a period of four years.

## **TOBACCO-FREE ENVIRONMENT**

Tobacco use is prohibited in all facilities owned and/or operated by VCOE, including indoors, outdoors and in all VCOE vehicles whether located on or off the premises. Included in the prohibition is tobacco use in privately owned vehicles located on VCOE owned and/or operated property. This policy applies to employees, students, and the general public.

## **VIOLENCE-FREE WORKPLACE**

The Ventura County Office of Education has adopted a Zero Tolerance Policy for workplace violence because it recognizes that workplace violence is a growing nationwide problem that needs to be addressed by all employers. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect VCOE employees, or which occur on VCOE property will not be tolerated.

### **EMPLOYEE RESPONSIBILITIES**

VCOE's prohibition against threats and acts of violence applies to all persons involved in VCOE's operation, including but not limited to VCOE staff, outside contractors and temporary workers and anyone else on VCOE property. Violations of this policy by any individual on VCOE property, by any individual acting as a representative of VCOE while off VCOE property.

Every employee and every person on VCOE property is encouraged to report incidents of threats or acts of physical violence of which he/she is aware. The report should be made to the Human Resources Department, the reporting individual's immediate supervisor, or another supervisory employee if the immediate supervisor is not available. Nothing in this policy alters any other reporting obligation established in policies or in state, federal or other applicable law.

### **SUPERVISOR RESPONSIBILITIES**

Supervisors have a crucial role in making VCOE a safe and secure working environment by reducing the potential for employee workplace violence through appropriate and consistent use of sound supervisory practices and by applying timely corrective action when necessary. Adherence to VCOE policies, workplace rules and regulations, documentation of employee performance problems appropriately identifying early warning signs, appropriate workplace conduct, and/or conflict resolution will greatly assist in the prevention of potential workplace violence.

It is the responsibility of all supervisors to report the results of their investigations into alleged violations of this policy to their next-in-line supervisor and to consult with the Human Resources Department on potential employee workplace violence situations as appropriate. Supervisors shall document all

violations of the workplace violence prevention procedures so that appropriate corrective action can be taken.

### **WORKPLACE VIOLENCE WARNING SIGNS**

Acts or threats of violence include conduct that is sufficiently severe, offensive or intimidating to alter the employment conditions or to create a hostile, abusive, or intimidating work environment for one or several VCOE employees. Examples of workplace violence include, but are not limited to, the following:

- a. All threats or acts of violence occurring on VCOE premises, regardless of the relationship between the VCOE and the parties involved in the accident.
- b. All threats or acts of violence occurring off VCOE premises involving someone who is acting in the capacity of a representative of VCOE.
- c. All threats or acts of violence occurring off VCOE property involving a VCOE employee if the threats or acts affect the legitimate interests of VCOE.
- d. Any acts or threats resulting in the conviction of an employee or of an individual performing services for VCOE on a contract or temporary basis, under any criminal code provision relating to violence or threats of violence which adversely affect the legitimate interests and goals of VCOE.

Specific examples of conduct that may be considered threats or acts of violence include, but are not limited to, the following:

- a. Hitting or shoving an individual.
- b. Threatening an individual or his/her family, friends, associates, or property with harm.
- c. Intentionally destroying or threatening to destroy VCOE property.
- d. Making harassing or threatening phone calls.
- e. Performing harassing surveillance or stalking.
- f. Suggesting or intimating that violence is appropriate.
- g. Unauthorized possession of firearms or weapons on VCOE property.

### **STRATEGIES TO DE-ESCALATE THREATENING BEHAVIOR**

The following conflict resolution strategies may be helpful to de-escalate situations where an individual is exhibiting threatening or intimidating behavior:

- a. Project calmness; move and speak slowly, softly and confidently.
- b. Encourage the person to talk; listen actively and patiently.
- c. Maintain a relaxed but attentive posture.
- d. Position yourself at an angle to the person rather than directly in front.
- e. Arrange yourself so your access to an exit is not blocked.
- f. Seek assistance; ask someone to sit in or signal to call for additional support.
- g. Acknowledge the person's feelings.
- h. Make small, specific requests such as asking the person to move to a quieter area, open area, or to move outside.
- i. Do not isolate yourself with the individual.
- j. Provide the person time to calm down.
- k. Point out options, break big problems into smaller ones.
- l. Avoid sudden movements and maintain 3-6 foot distance.
- m. From reception, use the call button to call an adjacent department for assistance.
- n. Lock down building and department to prevent intruder entry.
- o. Notify the Human Resources Department.

**Any emergency, perceived emergency, or suspected criminal conduct shall be immediately reported to the Police Department. If someone is acting violently or is threatening someone, call 9-911 for immediate police response.**

### **INCIDENT MANAGEMENT**

The degree to which employees are able to survive an actual act of violence in the workplace may depend greatly upon recognition of potential problems and the measures taken in advance of an incident.

The following are basic building blocks for the development of a safety plan:

- a. Identify the physical security needs of the workplace.
- b. Discuss and coordinate emergency strategies with employees.
- c. To the extent possible, arrange for limited and authorized access to the affected work area.
- d. Establish protocol for calling the Police (emergency/non-emergency).
- e. Develop prearranged office procedures to alert others to the need for help.
- f. Develop a procedure to cease normal operations and secure the premises.
- g. Outline emergency evacuation procedures.
- h. Evaluate the need for security alarm, call button, surveillance cameras, security personnel, etc.

Employees should mentally “map out” a personal survival strategy in the event of workplace violence.

Workplace violence incidents will differ greatly and each situation will dictate a different response. The particular circumstances of a given situation will suggest which of, and in which order, the following should occur:

- a. Report to the Police by dialing 9-911 at the safest opportunity.
- b. Alert others (email, phones, signals, call button).
- c. Activate prearranged safety and security plan.
- d. Secure surroundings, lock doors.
- e. If appropriate, evacuate employees/leave the area.

### **MANAGING THE AFTERMATH OF AN INCIDENT**

Police and other emergency response personnel will be available to manage all emergencies. Police will deal with criminal activity. However, it remains the responsibility of VCOE employees, supervisors and managers to work together to try to normalize the workplace following an incident.

The aftermath of a violent situation can be traumatic, characterized by confusion and disorientation. The wave of uncertainty, panic and disbelief will pass and in its place will be the task of normalizing the workplace. Depending on the severity of the incident and the recommendations of the HR Department, the Director of Human Resources will normally coordinate post incident normalization. Managers will be expected to take the lead in initiating and participating in debriefings following a violent act, normally within 72 hours of an incident.

**EMERGENCIES**

Each site has a disaster plan in case of an earthquake or other major disaster. Assure you are familiar with the plan for your site. It is available to each employee and is on file in your school's office or department. Contact Pamela Heron, Risk Manager, for additional copies.

In the event of a medical emergency, immediately call 911 (9-911 from facilities on the VCOE phone system), and administer appropriate first aid (if trained) or make the individual as comfortable as possible without being moved until first aid can be administered.

In the event of a bomb threat, learn as much as you can while on the phone. Complete the bomb threat checklist. This is available in the Disaster Drill Handbook available at all sites and departments. Call 911 (9-911 from facilities on the County of Ventura phone system) without delay. Be sure to identify yourself and location. Notify your supervisor immediately.

## VCOE POLICIES AND PROCEDURES

### SEXUAL HARASSMENT POLICY

The key word in defining sexual harassment is **unwelcome**. When any unwanted, unwelcome, or unsolicited sexual conduct is imposed on a person who regards it as offensive or undesirable, it is sexual harassment. When a person finds the conduct is unwelcome, it becomes illegal. Even conduct implicit in nature--hidden in subtlety or innuendo--is unlawful if it is unwelcome. If the employee or student states that she (or he) finds the behavior offensive, the actions are unwelcome. Often victims will seek to avoid confrontation or may fear reprisals and consequently do not clearly state their objection. Therefore, all employees must learn to be sensitive to how their actions may be perceived by others, no matter what they personally may believe or intend. For the Sexual Harassment Policy and Complaint Procedure, refer to Superintendent Policy No. 4119.11.

### DISCRIMINATION

If you feel you are being discriminated against, or if you observe that discrimination is being practiced in your work area, you should contact the Human Resources Department. It is your right to file a complaint under our Complaint Procedure, which is found in the Superintendent's Administrative Regulations.

### COMPLAINT POLICY

The complaint procedure is the channel through which employees seek adjustment of complaints arising out of alleged violations of established VCOE rules, administrative regulations, policies or procedures. For more information, refer to Administrative Regulation No. 4144 and 4244. For the Sexual Harassment Policy and Complaint Procedure, refer to Superintendent Policy No. 4119.11.

### CODE OF ETHICS

The maintenance of high ethical and moral standards in public business is the basis of effective government.

Since public confidence is endangered when ethical standards falter, all officers and employees must act with unwavering integrity, absolute impartiality and devotion to the public interest.

Following are those principles which have not been mentioned previously, and must be observed.

1. There shall be no discrimination in any VCOE activity because of race, religion, sex, age, national origin, physical handicap or political affiliation.
2. No officer or employee shall accept any fee, compensation, gift, payment of expenses, or any other thing of monetary value in circumstances in which acceptance may result in, or create the appearance in: "Use of Public Office for private gain, preferential treatment of any person, impeding governmental efficiency or economy, any loss of complete independence or impartiality or any adverse effect on the confidence of the public in the integrity of VCOE."
3. Persons in the public service shall not disclose confidential information acquired by or available to them in the course of their employment with VCOE or use such information for speculation or personal gain.

## **RULES AND REGULATIONS**

In conjunction with and in addition to the Code of Ethics, a list of rules has been established so that each employee might know exactly what is or is not permissible.

In addition to the "Causes for Disciplinary Action" listed in the Disciplinary Action Policy, the following acts will result in disciplinary action up to and including dismissal:

1. Falsifying personnel records or VCOE records,
2. Making false, vicious, profane or malicious statements concerning any employee, VCOE or the public,
3. Removing from the premises, without proper authorization, any public property or the property of any employee,
4. Willfully delaying work, wasting time or disobeying orders,
5. Gambling on VCOE property,
6. Possession of or trafficking in illegal drugs or narcotics on VCOE time or premises,
7. Threatening, intimidating, coercing, or interfering with fellow employees or the public,
8. Engaging in horseplay, scuffling or creating a disturbance on VCOE property,
9. Engaging in any immoral or indecent conduct,
10. Using VCOE telephones or credit cards for personal long distance calls,
11. Failing to maintain production standards,
12. Inability or unwillingness to work harmoniously with other employees,
13. Removing of records or release of confidential information,
14. Disregarding safety rules, codes of safe practice or failure to wear personal protective safety equipment,
15. Failing to report injury or accident,
16. Sleeping during working hours,
17. Use of VCOE letterhead for personal correspondence or other non-business purposes, and
18. Smoking on VCOE property.

The above listing of rules shall not be considered all inclusive. Disciplinary action may be initiated for reasons not listed in this handbook, as deemed appropriate by the County Superintendent of Schools.

## **CELL PHONE USAGE**

The Ventura County Office of Education (VCOE) maintains an Acceptable Use Policy (AUP), as per Administrative Regulation 4040, which discusses the use of cell phones in the workplace and during work hours. As stated in the VCOE AUP:

"This Acceptable Use Policy provides direction regarding the appropriate and inappropriate use of technology, personal or otherwise:

- During the performance of duties;
- While at a VCOE location; and/or
- While using VCOE equipment and/or accessing VCOE resources.

"VCOE recognizes [...] that some personal use is inevitable and that incidental and occasional personal use that is infrequent or brief in duration is permitted so long as it occurs on personal time, does not interfere with VCOE business, and is not otherwise prohibited by VCOE policy, procedure, or statute."

### **In the Presence of Students**

For employees assigned to classrooms, use of cell phones, smart phones, tablets and similar mobile communication devices for calls, texts, emails, social media, internet use, etc. is prohibited during instructional time, in the presence of students, or during scheduled work hours, with the exception of emergencies. Examples of prohibited employee use of communication devices during the work day include:

- Checking, reading, composing, and/or sending personal texts, instant messages and/or emails in the classroom or in the presence of students;
- Using a cell phone to check voicemails in the classroom or in the presence of students
- Using a cell phone for personal calls in the classroom or in the presence of students;
- Accessing social networking sites (e.g., Facebook, Instagram, Twitter) in the classroom or in the presence of students.

### **Emergency Situations**

The VCOE AUP, as quoted above, recognizes the occasional need for personal cell phone use in emergency situations. Although cell phones may be used to place and/or take calls in these situations, staff members must inform their supervisor of the need to step outside of the instructional setting to either place and/or take such a call. Additionally, even where calls made or received are reasonably characterized as “emergencies,” such calls should not be excessive and should not interfere with VCOE’s normal business practices and the performance of the individual’s tasks.

Violation of Administrative Regulation 4040, as explained above, may result in discipline in accordance with VCOE Handbooks, collective bargaining agreements (if applicable), Board Policies, and state and federal law.

## **EMAIL POLICY**

By using the email system, the employee expressly consents to VCOE’s email policy. The user agrees not to misuse or abuse the email system, agrees to comply with all limitations on the use of the email system and understands that the email system is not a private communication medium.

The email system is a business tool owned and paid for by VCOE, therefore, the email system is VCOE’s property. All email messages, including personal messages sent or received by VCOE resources, are the property of VCOE and are subject to office policy, procedures and control. As such, VCOE has the right to view them at any time. VCOE respects the individual privacy of its employees. However, that privacy does not extend to the employee’s work-related conduct or to the use of VCOE provided technical resources or supplies. Therefore, employees have no right of privacy as to any information transmitted or stored through VCOE’s email system. To ensure proper use, VCOE may monitor its technological resources at any time without advance notice or consent.

Employees shall use the email system for purposes related to their employment with VCOE. Use of the email system that promotes unethical practices, or any activity prohibited by law, the Education Code and/or any other statutes, or VCOE policy is strictly prohibited. Except as otherwise indicated in this policy, commercial or political use of the email system is also strictly prohibited. Messages relating to or in support of illegal activities are strictly prohibited and will be reported to VCOE authorities and may be reported to legal authorities.

Employees may use the email system for occasional personal email communications and life-long learning outside of assigned work hours, provided that all provisions of the policy are followed. Personal activities should be limited and should in no way interfere with educational and professional responsibilities. Employees are reminded that they have no right of privacy in correspondence that is sent or received using VCOE technology. This includes personal correspondence via services such as America Online or Hotmail accessed using VCOE technology.

Employees should be aware that computer files and communications over electronic networks, including email are not private. This technology should not be used to conduct personal commercial business.

The transmission of information about students or VCOE affairs shall adhere to the following:

- Confidential information should never be sent or forwarded to outside individuals or outside agencies not authorized to receive that information; Confidential messages and information should never be sent or forwarded to others, including faculty, staff and students who do not need to know the information;
- Confidential information should not be forwarded to multiple parties unless there is a clear and legitimate need to do so;
- Confidential email should not be retained in an employee's personal mailbox, but should be deleted as soon as possible; and
- Confidential messages from or to legal counsel should not be forwarded to others without counsel's authorization, since such messages may constitute privileged communications between VCOE and its attorney.

Users shall not use email in ways that violate any copyright laws. This includes but is not limited to copyrighted information, graphics and software.

The email system is not provided as a public, student, or employee forum. Sending unnecessary messages to a large number of people (chain mail) is prohibited. Appropriate work related email may be sent to a group of VCOE users, such as Education Services Center or All Elementary Secretaries. The sender should select the appropriate group. Since email is not provided as a public forum, it should not be used to broadcast personal opinion or personal information.

Email shall not include the transmission of the type of material that is threatening, disruptive, sexually explicit, obscene, or that could reasonably be perceived as harassment or disparagement of others based on their race, national origin, gender, sexual orientation, age, disability, religion, or political belief, or which is otherwise inconsistent with VCOE policies, regulations or procedures, or which is contrary to law.

Email shall not be used to produce, distribute, access, use or store information which would subject VCOE or the individual to criminal, civil or administrative liability for its use, production, distribution, access or storage. Electronic communication on VCOE computers could reflect upon VCOE since all messages sent from VCOE include the name of VCOE in the electronic address.

For VCOE employees provided with email, the email is considered a primary avenue of communication and should be checked by employees frequently.

Guests may receive an individual account with the approval of a VCOE administrator if there is a specific, VCOE-related purpose requiring such access. Use of the system by a guest must be limited specifically to

the VCOE-related purpose. Guest accounts will not be included in any email groups or distribution lists without authorization from Information Technology Services.

Users must comply with the provisions of Education Code section 7054, which includes email when it states that, no public funds, services, supplies or equipment shall be used for the purpose of urging the support or defeat of any ballot measure or candidate including, but not limited to, any candidate for election to the governing board. Any email sent or received using VCOE system or resources, whether VCOE business or personal, may be inadvertently viewed, printed, forwarded, and/or saved. Users are advised that information and communication deleted by the user may be restored and retrieved from the computer by VCOE or a legal authority.

Security on the network is a high priority. The person in whose name an account is issued is responsible at all times for its proper use. Employees are responsible for preventing unauthorized access to the email system by:

- Logging off or taking other measures when they are away from their workstation;
- Ensuring that email windows are not left open on the screen when the workstation is unattended; and
- Keeping account passwords confidential and not allowing others to use them.

No employee shall send email that either masks the employee's identity or indicates that the email was sent by someone else. No employee shall access the email system using another employee's password.

Violations of this policy may result in disciplinary action up to and including dismissal.

VCOE does not consider conduct in violation of this policy to be within the course and scope of employment or the direct consequence of the discharge of one's duties. Accordingly, to the extent permitted by law, VCOE reserves the right not to provide a defense or pay damages assessed employees for conduct in violation of this policy. VCOE requires employees to comply with the terms of the VCOE Email Policy.

In addition, the following guidelines should be considered in order to avoid unfortunate situations when using email:

- Be polite. Never send, or encourage others to send, abusive messages;
- Remember that humor and satire is often misinterpreted;
- Use appropriate language. Remember that you are a representative not only of yourself, but also your school or VCOE on a publicly accessible system. Never swear or use vulgarities or any other inappropriate language;
- Be brief. Few people bother to read a long message;
- Minimize spelling errors and make sure your message is easy to understand and read;
- Forgive the spelling and grammatical errors of others;
- Use standard upper and lowercase letters (not all capital letters);
- Do not repost a message that was sent to you privately without permission of the person who sent you the message;
- Respect the originator of communications. Use good judgment and follow all limitations identified in this regulation when forwarding email messages; and
- Be selective when providing your email address to others. The wider you send out your email

address, the more opportunity you provide for unwanted messages. Internet sites that offer daily emails, promotions such as contests, and online shopping areas will often rent their lists of email addresses to others who will send you mail you may not wish to receive.

## **CREATION, PUBLICATION AND SALE OF MATERIALS**

VCOE recognizes that employees may create copyrightable materials at work, at home, or both at work and at home. The development of such materials during, or in part during, the workday shall be approved by the VCOE. However, VCOE's approval or lack of approval shall not affect the Superintendent's ownership of copyrights for materials developed during work hours. Materials written or developed by an employee during the normal workday are considered the property of the Superintendent.

Employees are not permitted to use VCOE-owned materials for any profit-making enterprise without written permission from the Superintendent.

The VCOE may publish and market various publications and other media throughout the year. A listing of such products may be brought periodically to the Superintendent upon request.

For additional information, refer to Superintendent's Policy 3598.

## **POLITICAL ACTIVITIES**

As an employee you have the right and privilege to take or refrain from taking a stand on a political issue and to support or oppose any issue or candidate. Such activities, however, must be conducted on your own time and off the premises of VCOE. You cannot use VCOE property and/or resources, bulletin boards and letterhead/stationary to express your opinion on a political matter. You can wear political badges or buttons and display political stickers on privately owned cars while at work and express opinions and campaign during non-working hours. You are expected to exercise reasonable care to show that you are acting in the capacity of a private citizen and not as a member of the staff of VCOE.

## **VEHICLE USE**

### **VCOE-Owned Vehicle**

Simply having a valid California driver's license does not automatically qualify an employee to operate a motor vehicle on behalf of VCOE. In addition to a valid California driver's license, all employees who operate any vehicle on behalf of VCOE shall consent to participate in the DMV Pull Notice Program. Participation may be a condition of employment and continued employment, in accordance with the appropriate job description. Nonparticipation in the DMV Pull Notice Program may effect an employee's ability to perform duties as assigned.

### **Automobile Insurance / Private Vehicles**

Employees who are using private vehicles for official business (whether or not mileage reimbursement is claimed), shall show evidence that such vehicles are insured for property loss and damage and personal liability in excess of the minimum amount required by California State law:

- (a) \$100,000 for bodily injury to or death of each person as a result of any one accident;
- (b) \$300,000 for bodily injury to or death of all persons as a result of any one accident; and

(c) \$5,000 for damage to property of others as a result of any one accident.

This evidence shall be in the form of a sworn statement from each employee. It will be necessary to file this annually, or anytime a vehicle is replaced, deleted from, or added to your policy. The employee must advise the Business Office of a cancellation of coverage. It will remain the responsibility of the employee to maintain an up-to-date record of insurance coverage to assure receiving reimbursement for private vehicle use. If at any time such insurance coverage is not valid, mileage claims shall be returned to the employee without processing. The statement shall be filed in the Business Office.

In accordance with the appropriate job description, employees utilizing private vehicles shall also participate in the DMV Pull Notice Program as described above.

## **TRAVEL EXPENSES**

In the event it is necessary for you to travel in the duties of your position, you will be reimbursed for mileage and other expenses based on the reimbursement rate currently in effect. You must file a Certification of Insurance Coverage with the Business Office before mileage claims can be processed for payment.

When air travel is necessary within California, utilize the carrier with the lowest fare, such as Southwest Airlines. Whether using Southwest or other carriers, make the reservations and submit a requisition indicating the vendor, airline and detailed flight information including purpose of travel and cost of ticket.

No personal travel costs can be included in this arrangement.

All travel expenses (meals, lodging, parking, etc.) that are reasonable, actual and necessary in the performance of job duties will be reimbursed and must be claimed on the Travel Expense Voucher with all required **itemized** receipts attached. The total cost of daily expenses cannot exceed the IRS allowed amount for the area of travel. To be reimbursed, the Travel Expense Voucher must be complete and include date, time and location of the start and end of travel, specific purpose and destination of travel and have copies of meeting, workshop or conference notices attached. This is the verification used to approve payment to the travel agency.

For additional information on Travel Expenses, refer to Superintendent's Policy 4133.

## **TRANSPORTING STUDENTS**

No students may be transported in an employee's private vehicle without completing the necessary documents. For additional information on Transporting Students, refer to Superintendent's Policy 3541.1 and/or contact the Risk Management Department at (805) 383-1916.

## **WORKING CONDITIONS**

### **Lunch Break**

All employees who work more than five hours shall be completely relieved from duty for the purpose of eating a regular meal. When a work period of not more than six hours will complete the day's work the

meal period may be waived by mutual consent of the employer and the employee. The duty-free meal period shall be a minimum of 30 minutes. Such duty-free meal period shall not be counted as time worked. If the duty-free meal period is rarely and infrequently interrupted for emergency calls, the period of time actually interrupted is counted as hours worked. If the meal period is frequently interrupted by calls to duty, all the meal periods shall be counted as hours worked. The supervisor is responsible for assuring the duty-free meal period is not frequently interrupted. (California Code of Regulations, Title 8. Industrial Relations, S 11010)

### **Rest Breaks**

Employees working seven (7) or more hours per day are allowed a morning and afternoon rest break, not to exceed fifteen (15) minutes each. Employees working four (4) hours or more per day, but less than seven (7) hours are allowed one (1) fifteen (15) minute rest break. Supervisors are responsible for scheduling the appropriate time for these breaks. Rest breaks may not be used to come to work late, leave early or extend lunch breaks. (Exceptions may occur only when necessary to assure continuous supervision of students.) Rest periods are counted as hours worked. The rest period shall not be offset against other hours of work.

### **Work Week**

The work week is the seven day period beginning at 12:01 a.m., Monday of each week. Most employees work five (5) days a week from 8:00 a.m. to 5:00 p.m. with one (1) hour for lunch. There are exceptions. Work shifts are scheduled by department heads. The exact hours that you work each day will be arranged by your supervisor.

## **APPEARANCE AND DRESS**

VCOE deals with the public. Common sense in your personal appearance should be considered in your neatness, cleanliness, and clothing and should be followed by all employees.

Inappropriate attire is identified as any item of clothing that causes a distraction to other employees, causes a break in the normal flow of office routine, or creates an unsafe situation for the job being done.

1. Employees working with students should consider the issue of safety and avoid wearing clothing or accessories which may cause an attractive distraction. Loose jewelry, such as necklaces, bracelets and dangling earrings, should not be worn as it could catch on apparatus or distract students.
2. Employees who work in areas that require climbing, lifting, and kneeling should consider the safety factor and wear clothing that is compatible with the job function they are performing.
3. Employees who interface with the public should give extra consideration to the appropriateness of their apparel and overall appearance.

Extremes in fashion and leisure activity clothing should be reserved for wear during non-work time. If a special activity or environmental change requires special needs, these needs should be recognized by the supervisor. Common sense should be the guiding principle in selecting apparel. Refer to the Code of Safe Practice for additional information.

## EMPLOYEE IDENTIFICATION BADGE

All VCOE employees are required, for security purposes, to wear a photograph identification badge. The badge must be prominently displayed on the front of the employee's body at all times. Employees will be photographed by the Human Resources Department when hired and asked to surrender their badge when separating from the Organization. Contact the Human Resources Department for more information.

## VISITORS

Whenever possible, discourage friends, relatives or others from visiting you while you are on the job. This is obviously necessary in order to prevent possible confusion and work stoppage. If such visits are necessary, they should be made as short as possible and **must be pre-approved by your supervisor**. Abuse of this privilege will result in disciplinary action. Under no circumstances should children be brought to work in lieu of obtaining appropriate child care.

## PERSONAL MAIL POLICY

You should arrange to have all personal mail sent to your home. Do not send your personal mail through the Ventura County mail system. You are welcome to place your outgoing mail in a U.S. mailbox near your facility.

## VENTURA COUNTY FAST ACTION SCHOOL TRANSIT (VCFAST)

The primary purpose of VCFAST is to provide the service and other items necessary and appropriate for a countywide distribution system for the carrying of letters and other such materials as the participants in the Joint Powers Agreement may require to be carried in order to conduct business.

Service will be provided daily to VCOE departments at the Camarillo Airport, and three times per week (Monday, Wednesday, and Friday) to all participating school districts and other VCOE sites.

Each school district not participating has indicated they will have a courier pick up at the Administrative Service Center on a regular basis; therefore, participating districts may send mail for those districts through VCFAST. The mail will then be placed in the non-participating district box for their courier to pick up.

Contact your supervisor for a complete set of VCFAST operating rules, regulations and guidelines.

## VCOE PROPERTY MAINTENANCE AND REPAIRS

### Care of VCOE Property

Report any building or maintenance problems to your supervisor.

Every job in the organization requires the use of supplies and some type of equipment. All employees are charged with the responsibility of maintaining this property in the best possible condition and making the most efficient use of supplies issued to them. You can help keep costs down by exercising reasonable care over the property for which you are responsible.

Unsafe, inappropriate or wasteful use of the VCOE's property or equipment is grounds for disciplinary action, up to and including dismissal.

**Copy Machines / Printers**

Copy machines and printers are available in most of the VCOE facilities. Copiers and printers are provided for official use only, and are not to be used for reproduction of personal material.

**Office Equipment Repair**

Office equipment is generally under maintenance contracts and the vendor may be called directly. The Purchasing Office can confirm the vendor and procedure. Other equipment repair is accomplished by submitting a requisition to Purchasing, indicating the following information:

1. Make of equipment.
2. Type of equipment.
3. Inventory tag number.
4. Model and serial number of equipment.
5. Malfunction to be corrected.
6. Location of equipment.
7. Person to be contacted by repair person

**Telephone System Changes / Repairs**

Requests for telephone changes shall be reported to the Technology Services Department for action. These include:

1. Need for adding or deleting phones.
2. Any staff moves involving moving phones.
3. Any reassignment of staff to a new extension.

For repairs to telephones, contact the Technology Services Department at 383-1951 and provide specific information regarding the problem.

**Repairing / Replacing Employee's Property**

You may claim reimbursement for repair or replacement of personal property, necessarily worn or carried, when damaged in the line of duty, through no fault of your own.

This applies to items such as eyeglasses, watches, and certain articles of clothing. This policy does not include personal electronic devices. In the event of a loss, contact the Risk Manager and request a claim form.

**Requisition Supplies and Materials**

When possible, supplies are purchased in quantities. Each department shall notify the Business Office of its needs on an as needed basis. These requests are grouped and ordered from the best source. Requisitions and the vendor supply list are available from the Business Office.

**USE OF EQUIPMENT OFF THE PREMISES**

VCOE's equipment may be taken from the office by staff members for use in their regular duties with school districts or professional personnel in Ventura County, provided that permission is obtained from the head of the department from which the equipment is borrowed; and provided further, that an accurate record of such use is made by that department. The record shall include the inventory tag number assigned to the equipment and the serial number, if the item has a serial number. **In all cases, the staff member is personally responsible for the proper care and return of the equipment.**

## TRANSFER OF PROPERTY

When property or equipment is identified as surplus or obsolete, the department head or site administrator shall complete a "Request for Change of Inventory" form. The form will be submitted to the Purchasing Department to request removal of the item(s) from the present location (from one site to another). The Purchasing Department will authorize appropriate disposition of the item(s) and initiate the work order to effect removal of the item(s). **Equipment may not be removed from its assigned location without proper authorization.**

The department head or site administrator may authorize equipment to be moved within the location (from one room to another.) A "Request for Change of Inventory" form must be completed and submitted to the Purchasing Department. Updated equipment inventory records will assure prompt and accurate settlement should an insurance claim be necessary.

## PUBLIC RELATIONS

Because you are employed by VCOE, you have an important public relations responsibility. Your work, attitude and appearance are all subject to close inspection by your employers and the taxpaying public. In many cases, you are the only VCOE employee a certain individual may know, and total judgment of the efficiency and character of the organization is based on the way you perform. For this reason, it is important that you give a good day's work and courteous treatment to people you have agreed to serve.

If you receive a call, complaint or request about something that you cannot or should not handle, take a personal interest in seeing that the call, request or complaint gets to the proper office. You are employed to serve the public.

Courtesy means, among other things: being prompt to wait on people; being patient and a good listener, and taking a personal interest in seeing that calls, requests or complaints are properly handled.

## GIFTS TO EMPLOYEES

No employee is to receive any commission, expense-paid trip, or anything of value from individuals or companies selling equipment, materials, or services used in the operation of the public schools. This would include the purchase and use of all materials, supplies or other items needed for the repair, maintenance, or operation of school facilities, office or cafeterias, for school transportation, or materials used to conduct classes, activities, and organizations.

## PEDDLERS OR SALESPERSONS

The following office policy shall be enforced on a permanent basis:

"No outside peddlers, solicitors or salespersons will be permitted to sell or demonstrate their products in the VCOE facilities, except on official business."

Employees are to direct solicitors to leave the building upon initial contact.

## EMPLOYMENT OF RELATIVES

You may not be employed in any position where you are directly or indirectly supervised by a relative.

## RELEASE OF INFORMATION TO A FAMILY MEMBER

All employee information related to employment with VCOE can only be discussed with the employee, unless the employee authorizes or designates a person (spouse/partner/dependent adult) to obtain information and such request must be provided in writing.

## CUSTOMER SERVICE VIA TELEPHONE

The way you answer the telephone will have a great effect on the VCOE's image. Telephone contacts are most valued if a favorable impression is created with the people we serve. The following are a few tips that will help in maintaining efficient, courteous service when receiving calls:

1. Answer promptly.
2. Give your name and department.
3. Offer to take a message or transfer the call to voicemail if the person called is not available.
4. Be courteous and friendly.
5. Assure that your voicemail is updated each day and while you are away.

Telephones must have coverage at all times. If you are away from your desk for any length of time, make arrangements for someone to answer the telephones for which you are responsible.

*When making calls...*

1. Plan what you want to say ahead of time.
2. Identify yourself, your department and/or employer.
3. Keep all telephone conversations brief.
4. Be courteous and friendly.
5. Office telephones are for official business. If personal calls are occasionally necessary, they should be limited to three minutes or less. Careful use of the personal call privilege will preserve that privilege.
6. Personal long distance calls are prohibited.

## VOLUNTEERS

A volunteer is defined as an adult who is assisting the teacher and performing duties without compensation. Any person who wants to serve as a volunteer must (1) follow the School Volunteer Procedures (available from Risk Manager), (2) complete a "Volunteer Permission Form", (3) read the Procedure Manual for Volunteers (available from Risk Manager), and (4) complete and sign the "Acknowledgement" form. The use of volunteers is encouraged under the following conditions:

- All volunteers performing tasks must have approval of VCOE;
- The site administrator will notify the volunteer of acceptance and provide an orientation program;
- The site administrator will maintain a list of approved volunteers at the site;
- Utilization of the volunteer's time in the classroom will be determined by the teacher and site administrator;
- Volunteer help will be on a scheduled basis. The teacher will assign a defined responsibility to the

- volunteer and provide all needed materials;
- The volunteer does not have the legal right or responsibility to act on behalf of an assigned certificated staff member in student management or instruction.

Guidelines for teachers using volunteers:

- Stress the importance of confidentiality of all matters regarding students and school;
- Inform volunteer of school and playground regulations emphasizing emergency procedures;
- Explain in detail the volunteer's responsibilities and provide follow-through assistance where needed;
- Explain and clarify the goals and objectives of the instructional program; and
- Utilize the special talents and skills of the volunteer.

Volunteers are altruistic, unpaid workers whose only reward is derived from the enrichment of the student and the fulfilling sense of meaning gained from helping, sharing and inspiring students. **Show appreciation for every volunteer.**

## GRAPHICS REPRODUCTION SERVICES

A complete Graphic Reproduction Department (Print Shop) is available to serve the printing needs of all departments. New employees, whose responsibilities include preparation of material to be printed, are encouraged to contact the Graphics Department at 437-1310 for an overview of the types of services offered and procedures required for submitting printing request forms.

## OUTSIDE EMPLOYMENT

A VCOE employee shall not be employed by outside agencies or be self-employed to perform the same duties, carry out the same responsibilities as he/she does for VCOE or be in conflict with the interests of VCOE unless described specifically to the supervisor and approved by the Superintendent or designee.

Based upon generally accepted ethical standards of professional organizations and in compliance with Government Code §1126 and 87100, an employee seeking or acknowledging outside employment shall file a written disclosure statement with his/her immediate supervisor describing the nature of the employment and the time required.

For additional information, refer to Superintendent's Policy 4113.12