



# Mendocino County Volunteer Handbook

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## Welcome

Thank you for choosing to be a volunteer with the County of Mendocino. Volunteers are a very important part of our community, and we appreciate your interest to give your time and talent to our County departments. You make a difference!

## Volunteer Program History

The Mendocino County Volunteer Program and Mendocino County Volunteer Policy (Policy # 46) were adopted by the Board of Supervisors on April 10, 2012, by Resolution No. 12-063. At the time of adoption, the County contracted with a local agency to administer the Program. Effective July 1, 2024, the Volunteer Program is administered by the Human Resources Department due to current budgetary constraints.

## Equal Opportunity to Volunteer

Mendocino County provides equal volunteering opportunities for everyone regardless of age, gender, color, race, creed, national origin, religion, sexual orientation, marital status, political belief, or disability or other consideration made unlawfully by federal, state, or local law. Volunteering is based upon the ability to perform the given volunteer assignment.

## Volunteer Defined

A volunteer is an individual who willingly offers their time, effort, and skills to perform a service or undertake a task without receiving monetary compensation and the intention to benefit others or support a cause.

A volunteer does not perform the same work as employees, rather they augment the work of employees. A volunteer may be removed from an assignment at any time if deemed necessary by Department Head or Human Resources.

## Minors as Volunteers

Departments must follow the State of California Division of Labor Child Labor Laws with volunteer minors. The Division of Labor defines a minor as, "any person under the age of 18 years who is required to attend school under the provisions of the Education Code. The Division of Labor Child Labor law outlines the hours a minor may work (depending on age) and the type of work a minor may perform.

Please visit the DOL's website <https://www.dir.ca.gov/DLSE/ChildLaborLawPamphlet.pdf> for further information.

Minor volunteers must complete the Minor Authorization Form including parent/guardian signature. Minors do not need a work permit to volunteer for the County. The minor may be required to be fingerprinted depending upon the department and the volunteer assignment.

## Volunteer Coordinator and/or Supervisor

Each department with volunteers has a Volunteer Coordinator, this person may also be your site supervisor or the person you report to. The Volunteer Coordinator is very knowledgeable about the program and can answer your questions.

Please speak to your department Volunteer Coordinator or site supervisor if:

- You have any questions or concerns.
- You have a scheduling issue or need to change your schedule.
- You have conflict with a volunteer, employee, or a community member.
- You have questions about how to complete your timesheet

## Volunteer Rights and Responsibilities

### As a volunteer you have the right to:

- Work in a healthy and safe environment.
- Be treated with respect and dignity.
- Be given a description of your expected role and agreed upon schedule.
- Receive orientation about the Volunteer Program and policies and guidelines that must be adhered to
- Receive orientation about the department expectations and your role.
- Have your personal information held confidentially.
- Receive appropriate training and support to carry out your role.
- Not perform the same work as employees.
- Receive the PRISM Medical Provider Network (MPN) flier in case of a Worker's Compensation injury.

### As a volunteer you have the responsibility to:

- Be reliable.
- Submit an accurate timesheet at the end of each month you volunteered.
- Conduct yourself in a professional manner and represent the County and community positively.
- Treat staff, other volunteers, and customers/community members with respect and dignity.
- Respect confidentiality about sensitive information you come across.
- Follow County policies and procedures, including social media and safety protocols.

- Communicate effectively and courteously with staff, other volunteers, and customers/community members.
- Work collaboratively with staff, other volunteers, customers/community members.
- Dress appropriately for your volunteer role (guidelines will be dependent upon the department)

## Volunteer Timesheet

Recording your volunteer hours allows the County to gather statistics on the Program and provide documentation of the number of hours you have volunteered, if/when needed. Please submit your timesheet to the designated Volunteer Coordinator.

## Volunteer Work Plan

Departments provide information and training on your specific roles and responsibilities, including tasks, goals, and expected outcomes.

## County Employees—Volunteering for County Programs

County employees may volunteer their services to the County if the work they perform as a volunteer is outside their scope of duties as a County employee.

Employees who volunteer must adhere to the Fair Labor Standards Act (FLSA), FLSA Advisor states in part “Public sector employees may volunteer to do different kinds of work in the jurisdiction in which they are employed, or volunteer to do similar work in different jurisdictions. For example, police officers can volunteer different work (non-law enforcement related) in city parks and schools, or can volunteer to perform law enforcement for a different jurisdiction than where they are employed.” (<https://webapps.dol.gov/elaws/whd/flsa/docs/publicvol.asp>)

## Policies (attached)

Each department holds their own orientation, including training specific to your volunteering experience. You will be given, and sign an acknowledgement for the following policies to review:

- Mendocino County Equal Employment Opportunity (Policy #10)
- Mendocino County Harassment (Policy #23)
- Mendocino County Drug Free Workplace (Policy #24)
- Mendocino County Operation of County Vehicles – Vehicle Fleet (Policy #26)
- Mendocino County Volunteer Policy (Policy #46)
- Mendocino County Social Media Use (Policy #50)
- Information Technology Acceptable Use (Policy #58)

## Liability Insurance and Worker's Compensation Coverage

The County maintains insurance for its employees, volunteers, properties, and programs. If you are in an accident, have an incident or an injury, contact the Risk Management program at (707)234-6061 or (707)234-6062 or email at [risk\\_management@mendocinocount.gov](mailto:risk_management@mendocinocount.gov).

If you are injured during your volunteer shift, immediately report the injury to your supervisor or Volunteer Coordinator.

- You must complete a Claim for Workers' Compensation Benefits (Form DWC-1) form within 24 hours of work injury/illness. Contact your supervisor or Volunteer Coordinator for this form.
- You must contact Risk Management within 24 hours of injury/illness.
  - Call: (707)234-6061 or (707)391-1663
  - Email all documents to Risk Management at [risk\\_management@mendocinocounty.gov](mailto:risk_management@mendocinocounty.gov), include your supervisor and Volunteer Coordinator on the email.

### Injured volunteers may only treat at:

Please review the PRISM handout given to you on your first day.

- Concentra, 1221 N Dutton Ave, Santa Rosa CA 95401 OR
- The volunteer's personal physician, if pre-designated by the volunteer (the doctor must sign a pre-designation form and agree) OR
- Go to the nearest emergency room in case of emergency.

## Driving

If you are requested to drive for your volunteer role, you must be authorized to drive by the County. The County will request that you complete a form that includes your driver's license, and proof of insurance to review your eligibility. The County will not provide a vehicle, you will be required to drive your personal vehicle and must have valid insurance/registration. No vehicle insurance coverage is available through the County for your personal vehicle pursuant to Policy # 26.

## Benefits of volunteering in your community

There are many perks to being a volunteer in your community. Here are some ways that volunteering enriches your life and the community.

- Provides a valuable service to your community.
- Provides a sense of purpose.

- Use your skills and develop new ones.
- Meet interesting people and make new friends with shared interests.
- Learn about the inner workings of County departments.
- Explore a new career field.
- Earn academic credit as allowed by your educational institution.
- Have fun!





MENDOCINO COUNTY POLICY #10	EQUAL EMPLOYMENT OPPORTUNITY
ADOPTED: September 10, 1985 REVISED: June 9, 1992; October 4, 2016	ADOPTED BY: Minute Order  REVISED BY: Minute Order

A. Policy and Application

The County of Mendocino is an equal opportunity employer and is committed to an active Equal Employment Opportunity Program (EEO). It is the stated policy of the County of Mendocino that all employees and applicants shall receive equal consideration and treatment in employment without regard to race, color, religious creed (including all aspects of religious belief, observance, and practice, including religious dress and grooming), ancestry, national origin, citizenship status, age, sexual orientation, gender (including pregnancy, medical conditions related to pregnancy or childbirth, breastfeeding, or medical conditions related to breastfeeding), gender identity, gender expression, marital status, genetic information, medical condition, physical or mental disability, military status, or any other consideration made unlawful by federal, state, or local law. Discrimination against employees, applicants, or volunteers on any such basis is unlawful and is prohibited.

The objective of this Policy is to ensure nondiscrimination in all conditions and privileges of employment.

To achieve the goals of our EEO policy, it is necessary that each member of this organization understand the importance of the program and his/her individual responsibility to contribute toward its maximum fulfillment.

B. Equal Opportunity in the Terms and Conditions of Employment

All recruitment, hiring, placement, transfer and promotions will be on the basis of individual skills, knowledge and abilities, and the feasibility of any necessary job accommodation, regardless of an applicant or employee's membership in a protected class as identified above.

All personnel actions such as compensation, benefits, layoff, discipline, and termination, training, etc., are also administered on an equal basis and without discrimination. Equal employment opportunity will be promoted through a continual and progressive EEO.

C. Reasonable Accommodation

To comply with applicable laws ensuring equal opportunities to qualified individuals with a disability, including the Americans with Disabilities Act ("ADA") and the Fair Employment and Housing Act ("FEHA"), the County will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified applicant or employee with a disability.

1) Request for Reasonable Accommodation

Any applicant or employee who requires accommodation(s) to perform the essential functions of their job must notify the Human Resources Department of their request for accommodations. The individual with a disability must identify: (1) the job-related functions at issue; and (2) what accommodation they need to perform the job. It is the County's preference that any such requests be in writing. However, a request for accommodation may be made verbally or informally.

Although the burden to request a reasonable accommodation generally rests with the applicant or

employee, if the County knows or should have known of an applicant or employee's disability which limits their ability to perform the essential job function then, as part of its reasonable accommodation obligation, the County has a duty to identify and implement a reasonable accommodation.

2) Reasonable Documentation of Disability

Following receipt of the request, the Human Resources Department may require additional information, such as reasonable documentation of the existence of a limitation.

3) Fitness for Duty Evaluation

The County may require an employee to undergo a fitness for duty examination to determine whether the employee can perform the essential functions of the job with or without reasonable accommodation. The County may also require that a County-approved physician conduct the examination.

4) Interactive Process Discussion

After receipt of the results of a reasonable documentation of disability and/or a fitness for duty report, along with information provided by the employee or the applicant, the County will conduct an investigation to identify the barriers that make it difficult for the applicant/employee to have an equal opportunity to participate in the examination process or to perform their job. The county will arrange for a discussion, in person or via telephone conference call, with the employee or applicant and their representative(s), if any. The purpose of the discussion is to work in good faith to fully discuss all feasible potential reasonable accommodations.

5) Determination

The County, in its sole discretion, will identify whether a reasonable accommodation can be made and the accommodations, if any, that will allow the employee/applicant to perform the essential functions of the job. The County may choose to provide an alternative accommodation other than the one requested so long as it is effective in assisting the applicant or employee to perform the essential job functions. The County will not provide accommodation(s) that would pose an undue hardship on County finances or operations, or that would endanger the health or safety of the employee or others. The County will inform the employee of its decision as to reasonable accommodation(s) in writing.

6) Ongoing Process of Reasonable Accommodation

The duty to accommodate is a continuing duty that is not exhausted by one effort. If it becomes apparent that a previously granted accommodation is not working, the County must further engage in the interactive process with the applicant or employee to try and arrive at a mutually agreeable alternative to the originally proposed accommodation.

D. EEO Compliance Officer and Complaints Regarding Discrimination

The Human Resources Director has been designated as the County's EEO Compliance Officer / Coordinator. Inquiries concerning the application of federal and state laws and regulations should be referred to the Human Resources Director. If you believe you have been subjected to any form of unlawful discrimination, provide a written complaint to the Human Resources Department as soon as possible. Your complaint should be specific and should include name(s) of individual(s) involved and the name(s) of any witnesses. The County will take immediate action to make an effective, thorough and objective investigation and attempt to resolve the situation. The Human Resources Director is responsible for administering program progress and initiating corrective action when appropriate. All personnel actions

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are monitored and analyzed to ensure the adherence of this policy.

If it is determined that unlawful discrimination has occurred, effective remedial action will be taken, commensurate with the severity of the offense. The action taken by the County to remedy the situation will not be made known to the complainant. The County will not retaliate against any employee for lawfully using this Policy to resolve a complaint of discrimination or failure to reasonably accommodate, opposing the conduct prohibited by this Policy, or filing a complaint with or otherwise participating in an investigation or other proceeding conducted by the DFEH, the FEHC or the EEOC, or by utilizing any applicable arbitration procedure, nor will it permit retaliation by management and/or your co-workers.

E. Complaints to Outside Administrative Agencies

In addition or in the alternative to the above, an employee or job applicant who believes that they have been discriminated against may, within one year of the discriminatory act(s), including failure to reasonably accommodate, file a complaint of discrimination with the California Department of Fair Employment and Housing (“DFEH”) or within 300 days of the discriminatory act(s), including failure to reasonably accommodate, file a complaint of discrimination with the Equal Employment Opportunity Commission (“EEOC”).

DFEH and EEOC are neutral fact-finders that try to help parties voluntarily resolve disputes. If a fact finder finds that discrimination or failure to accommodate occurred, it can order remedies, including fines or damages from the County. In addition, the fact-finder may order hiring or reinstatement, back pay, promotion and changes in the policies or practices of the County.

For more information you may contact the following:

Department of Fair Employment and Housing  
Dfeh.ca.gov

OR

Equal Employment Opportunity Commission  
www.eeoc.gov



MENDOCINO COUNTY	HARASSMENT
POLICY #23	
ADOPTED: June 5, 1990 AMENDED: June 5, 2007, October 4, 2016	ADOPTED BY: Minute Order

It is the policy of the County of Mendocino to provide for a work environment free from harassment. This policy applies to applicants, unpaid interns, volunteers and employees, including permanent, probationary, part-time and temporary employees. Harassment is an unlawful employment practice prohibited by state and federal law and is an unacceptable work behavior that will not be tolerated by the County. County employees are expected to adhere to a standard of conduct while on the job that consists of respect and courtesy towards other employees and persons. County employees shall, under no circumstances, engage in behavior which constitutes harassment. County policy prohibits any unlawful harassment by anyone in its employ based on a person's membership in a protected class.

The County shall take all reasonable steps to prevent harassment from occurring, including harassment by third parties such as independent contractors and customers. County officials and employees who perpetrate harassment will be subject to disciplinary action up to, and including, termination of employment. Any retaliation against a person for filing a harassment complaint or participating in the complaint resolution process is prohibited and will subject the violator to disciplinary action. Anyone who engages in harassment may not be entitled to indemnification and defense where such conduct falls outside the scope of employment.

In order to prevent harassment, management and supervisory employees are responsible for, among other things, informing employees of the County policy and complaint procedure, and reporting all complaints of harassment to the departmental management and the County Human Resources Department for investigation.

Although workplace civility is essential to an efficient and healthful working environment, the County recognizes that a variety of good faith employment actions may nonetheless be viewed negatively by the employee who is subject to the action. This Policy cannot and does not prohibit or impede supervisors from taking good faith employment actions.

A. PROTECTED CLASSIFICATIONS: The following are "protected classifications" for purposes of this Policy: sex (including gender, gender identity, gender expression, pregnancy, medical conditions related to pregnancy or childbirth, breastfeeding, or medical conditions related to breastfeeding), religious creed (including all aspects of religious belief, observance, and practice, including religious dress and grooming), race, color, national origin or ancestry, citizenship status (including a driver's license issued to undocumented persons), age, physical or mental disability, medical condition, marital status or status as a registered domestic partner, sexual orientation, military status, or any other consideration made unlawful by federal, state or local law.

B. HARASSMENT

1. Definition of Harassment

Harassment means unsolicited or unwelcome words or conduct that are subjectively and objectively offensive to another person. Harassment need not be motivated by sexual desire in order to be

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unlawful, actionable harassment. An employee alleging harassment is not required to sustain a loss of tangible job benefit in order to sustain a claim of harassment.

Harassment includes, but is not limited to, the following types of behavior undertaken because of a person's membership in a protected classification:

- a. Verbal conduct such as epithets (nicknames and slang terms), abusive or derogatory jokes or comments, slurs, including graphic verbal commentary about an individual's body or that identify a person on the basis of their protected classification, or unwanted sexual advances, invitations or comments.
- b. Visual conduct such as making, sending, or displaying derogatory, sexually suggestive and/or obscene letters, notes, e-mails, invitations, slurs, jokes, gestures, pictures, cartoons, or posters related to a protected classification.
- c. Physical conduct such as assault, unwanted and/or offensive touching (including pinching, grabbing, and patting), leering, and blocking normal movements or interfering with work.

Harassment need not be explicit or specifically directed at victim and can occur between people who share the same protected classification(s).

2. Definition of Quid Pro Quo Harassment

The essential elements of this type of harassment are:

- a. Where submission of such conduct is either explicitly or implicitly a term or condition of employment, including advancement or receipt of other job-related benefits;
- b. Where submission to or rejection of such conduct by an employee is used as a basis for employment decisions affecting the employee or other employees. This applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, disciplinary action, layoff, recall, transfer, leave of absence, compensation, and training.

3. Definition of Hostile Environment Harassment

Hostile environment harassment can arise from harassing conduct that is based on any protected class listed in this policy. The essential elements of this type of harassment are:

- a. The employee affected was subjected to harassing conduct directed toward them, or the employee personally witnessed the harassing conduct and it took place in their immediate work environment;
- b. The employee's protected status, or membership in a protected class, was a motivating factor for the harassment.

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- c. The conduct was unwelcome and is sufficiently severe or pervasive that it had the purpose or effect of altering the conditions of employment and creating an intimidating, hostile, abusive, or offensive working environment.
- d. The environment created by the conduct would have been perceived as intimidating, hostile, abusive, or offensive by a reasonable person in the same position as the affected employee.
- e. The environment created was perceived by the affected employee as intimidating, hostile, abusive, or offensive.

C. RETALIATION: Any adverse action taken because an applicant, employee, unpaid intern, volunteer, or contractor has reported harassment, or has participated in the complaint and investigation process described herein, is prohibited. "Adverse conduct" includes but is not limited to: refusal to hire or rehire an individual, denial of promotion, disciplinary action, counseling, extension of probation, denial of overtime, taking sides because an individual has reported harassment, spreading rumors about a complainant, shunning and avoiding an individual who reports harassment, or real or implied threats of intimidation to prevent an individual from reporting harassment.

This Policy prohibits discrimination, harassment or retaliation because of an individual's protected activity. Protected activity includes: making a request for or receiving an accommodation for a disability; making a request for or receiving accommodation for religious beliefs or practices; making or supporting a complaint under this Policy; opposing violations of this Policy; or participating in an investigation pursuant to this Policy.

D. COMPLAINT PROCEDURE: An employee, job applicant, unpaid intern, volunteer, or contractor who believes they have been harassed may make a complaint verbally or in writing with any of the following. There is no need to follow the chain of command.

- (1) Immediate supervisor;
- (2) Any supervisor or manager within or outside the department;
- (3) Department head; or
- (4) Human Resources Director.

The complaint form, along with instruction for filing it, may be obtained upon request from your supervisor or the County Human Resources Department at 501 Low Gap Road, Room 1326, Ukiah, (707) 234-6600.

The County takes a proactive approach to potential Policy violations and will conduct an investigation if its supervisory or management employees become aware that harassment, discrimination or retaliation may be occurring, regardless of whether the recipient or third party reports a potential violation.

Any supervisory or management employee who receives a harassment complaint should immediately notify the Human Resources Director. Upon receiving notification of a harassment complaint, the Human Resources Director will complete and/or delegate the investigation process. If the Human

Resources Director is accused, or a witness to the events at issue, an individual with higher authority will complete and/or delegate the investigation process.

The County will conduct a fair, complete, and timely investigation of the complaint. The complainant and the alleged harasser will be interviewed, along with any other persons with relevant information. The investigator will review the factual information gathered through the investigation to determine whether the alleged conduct violates the Policy, giving consideration to all factual information, the totality of the circumstances, including the nature of the conduct, and the context in which the alleged incidents occurred. The investigator will then report a summary of the determination as to whether harassment occurred to the Director of Human Resources.

It is the responsibility of the County to take appropriate disciplinary action if the findings of the investigation indicate harassment has occurred, commensurate with the severity of the offense. If discipline or sanctions are imposed, the level of discipline or sanctions will not be communicated to the complainant.

The County shall not retaliate against any employee for filing a complaint, and prohibits retaliation by supervisors or co-workers against any employee who makes a complaint regarding harassment or who cooperates in an investigation. The County will take all reasonable steps to protect a complainant from further harassment, discrimination, or retaliation.

Option to Report to Outside Administrative Agencies: An individual has the option to report harassment to the U.S. Equal Employment Opportunity Commission (EEOC) or the California Department of Fair Employment and Housing (DFEH). These administrative agencies offer legal remedies and a complaint process. The nearest offices are listed in the government section of the telephone book or on the internet at [EEOC.gov](http://EEOC.gov) or [DFEH.ca.gov](http://DFEH.ca.gov). Employees can also check the posters that are located on employer bulletin boards for office locations and telephone numbers.

E. RESPONSIBILITIES: Each non-manager or non-supervisor is responsible for:

1. Treating all individuals in the workplace or on worksites with respect and consideration.
2. Modeling behavior that conforms to this Policy.
3. Participating in periodic training.
4. Cooperating with the County's investigations by responding fully and truthfully to all questions posed during the investigation.
5. Taking no actions to influence any potential witness while the investigation is ongoing.
6. Reporting any act they believe in good faith constitutes harassment, discrimination, or retaliation as defined in this Policy, to his or her immediate supervisor, or department head, or Human Resources Director

In addition to the responsibilities listed above, each manager and supervisor is responsible for:

1. Informing employees of this Policy.



2. Taking all steps necessary to prevent harassment, discrimination and, retaliation from occurring, including monitoring the work environment and taking immediate appropriate action to stop potential violations, such as removing inappropriate pictures or correcting inappropriate language.
  3. Receiving complaints in a fair and serious manner, and documenting steps taken to resolve complaints.
  4. Following up with those who have complained to ensure that the behavior has stopped and that there are no reprisals.
  5. Informing those who complain of harassment or discrimination of their option to contact the EEOC or DFEH regarding alleged Policy violations.
  6. Assisting, advising, or consulting with employees and the Human Resources Director regarding this Policy.
  7. Assisting in the investigation of complaints involving employee(s) in their departments and, when appropriate, if the complaint is substantiated, recommending appropriate corrective or disciplinary action in accordance with these Policies, up to and including termination.
  8. Implementing appropriate disciplinary and remedial actions.
  9. Reporting potential violations of this Policy of which he or she becomes aware to the Human Resources Director, regardless of whether a complaint has been submitted.
  10. Participating in periodic training and scheduling employees for training.
- F. CONFIDENTIALITY: Every possible effort will be made to assure the confidentiality of complaints made under this Policy. Complete confidentiality cannot occur, however, due to the need to fully investigate and the duty to take effective remedial action. As a result, confidentiality will be maintained to the extent possible. An individual who is interviewed during the course of an investigation is prohibited from discussing the substance of the interview, except as otherwise directed by a supervisor or the Human Resources Director. Any individual who discusses the content of an investigatory interview will be subject to discipline or other appropriate sanction. The County will not disclose a completed investigation report except as it deems necessary to support a disciplinary action, to take remedial action, to defend itself in adversarial proceedings, or to comply with the law or court order.
- G. TRAINING: In accordance with Government Code section 12950.1, all supervisors shall receive harassment, discrimination, bullying and abusive conduct, and retaliation prevention training every two years. Newly appointed supervisor must receive this training within six months of appointment.
- H. DISTRIBUTION OF POLICY: All employees will receive a copy of this Policy when they are hired. Employees will be required to sign a form confirming that they received a copy of the Policy. The Policy may be updated from time to time and redistributed.



MENDOCINO COUNTY POLICY # 24	DRUG -FREE WORKPLACE POLICY
ADOPTED: April 14, 1992 REVISED: JULY 23, 2019	ADOPTED BY: Minute Order REVISED BY: Minute Order

The purpose of this Policy is to promote a drug- free workplace and to provide a drug-free, healthful, safe and secure work environment.

**Application of Policy:** This Policy applies to all County employees, whether they are (1) on County premises, or (2) conducting County business off County premises. Violations of this Policy may result in disciplinary action, up to and including termination, and may in addition have "legal" consequences.

**Prohibitions:** This Policy prohibits:

- The manufacture, distribution, sale, dispensation, possession, exchange, or use of any controlled substance (see definition below) in either County workplaces or wherever County business is performed.
- Working or being subject to call in when impaired by or the under the influence of any controlled substance.
- Being impaired by or under the influences of any medication or drug (including over-the-counter and lawfully prescribed and used drugs) while conducting or performing County business that interferes with the employee's ability to safely and effectively perform the duties or operations of the County.
- Any employee's failure to notify his/her department head before beginning work when taking medications or drugs (including over-the-counter and lawfully prescribed and used drugs) that could interfere with the safe and effective performance of the duties or operations of the County. The employee is not required to disclose the name of the medication or the employee's underlying medical condition, but should disclose how the medication affects the employee's ability to work (e.g., feel sleepy when take the medication, affects or could affect driving, etc.). An employee whose work could be impaired for a legitimate reason, such as the use of a medically-supervised and lawfully prescribed (under both federal and state law) medication, should contact his/her supervisor to arrange for whatever reasonable accommodation is needed or available to perform the employee's essential job functions.

**Definition of Controlled Substance:** For the purpose of this Policy, "controlled substance" means any drug prohibited for manufacture, distribution, sale, dispensation, possession, exchange, or use by either state or federal law, and includes cannabis (i.e., marijuana). Controlled substance under this Policy also includes a prescription drug that has been misused, such as: (1) taking a medication in a manner or dose other than prescribed; (2) taking someone else's prescription, even if for a legitimate medical complaint such as pain; and (3) taking the medication to feel euphoria (i.e., to get high).

**Drug Assistance Programs:** The County recognizes drug dependency as an illness and a major health problem. The County also recognizes drug abuse as a potential health, safety, and security problem. Employees needing help in dealing with such problems are encouraged to seek professional help and assistance as appropriate. Information on public and private drug counseling, rehabilitation, and employee assistance will be made available on a confidential basis from the Mendocino County Employee Assistance Program, which is administered by the Human Resources Department. Conscientious efforts to seek such help and assistance will not jeopardize any employee's job, and will not be noted in any personnel record.

**Duty to Report Drug Convictions:** Employees must, as a condition of employment, abide by the terms of the above Policy and report to the County when they are criminally convicted for a drug violation that occurred on or off County premises while they were conducting County business. The employee must report the conviction within five (5) days after the conviction (This requirement is mandated by the Drug-Free Workplace Act of 1988, Subpart 23.5 (23.504, 3(ii)).



MENDOCINO COUNTY POLICY #26	OPERATION OF COUNTY VEHICLES (VEHICLE FLEET)
ADOPTED: May 18, 1993 AMENDED: February 26, 2002 AMENDED: October 25, 2005 AMENDED: February 9, 2010	ADOPTED BY: Resolution #93-074  AMENDED BY: Resolution #02-036  AMENDED BY: Resolution #05-190  SUPERSEDED BY MINUTE ORDER – Effective February 9, 2010

1. Fleet Management and Administration

1.1 Purpose

The Mendocino County Board of Supervisors has established a Vehicle Use Ordinance (Mendocino County Code 3.12- The County Vehicle Policy). Policy No. 26 further augments MCC 3.12 and defines the responsibilities and management of the vehicle fleet for officers and County employees during the conduct of official business.

1.2 Use of County Owned Vehicles

- 1.2.1 County Ordinance 3.12 is hereby incorporated by reference in its entirety and is controlling as to the use of County owned vehicles.
- 1.2.2 Vehicles shall only be used for official County business. All County-owned and privately owned vehicles being operated for County business shall be operated in accordance with all safety and legal requirements of the County, State, and any other jurisdiction in which they are operated.

1.3 Policy Administration and Oversight

- 1.3.1 The GSA Director shall be responsible for ensuring uniform application and interpretation of policy. The GSA Director, in consultation with the CEO, considers proposed exceptions to the policy for maximum benefit to the County.

1.4 Central Fleet Management

- 1.4.1 It is the policy of the County to provide for central management of its fleet of vehicles and motorized equipment, including purchases, ownership, maintenance, repair, replacement and disposal.
- 1.4.2 The management of vehicles added to the fleet (as approved by the CEO and the Board of Supervisors) shall be under the direction of the GSA Director, unless otherwise specified, pursuant to legal or funding mandates.

1.5 Additions to the Fleet

- 1.5.1 Additions to the fleet are to be requested by County departments in the budgetary process so long-term funding will be available for future replacement of the unit. Units are initially funded in the requesting department's operating budget request.
- 1.5.2 If the vehicle is allocated as a department-assigned vehicle, the Vehicle Replacement Fund will fund subsequent replacement. If the vehicle is assigned as a department-owned vehicle, the specific department's operating budget will fund subsequent replacement.

## 1.6 Vehicle Allocation

- 1.6.1 The Board of Supervisors is responsible for adopting a Resolution annually concerning the number of vehicles allocated to departments, types of vehicle assignments, additions to the fleet and authorization of overnight custody of vehicles to employees.
- 1.6.2 The Board of Supervisors has delegated the responsibility to monitor and control the number of vehicles allocated to departments to the General Services Agency.
- 1.6.3 The Board of Supervisors directs that vehicle assignments be based upon actual, demonstrated and compelling need in the conduct of official County business (pursuant to Mendocino County Code Section 3.12).

## 2. Fleet Financing

### 2.1 Internal Service Fund

- 2.1.1 The Facilities & Fleet Division shall use an internal service fund for management of vehicle operations and replacement.
- 2.1.2 Long-Term Fund for Replacement: The internal service fund for vehicle replacement shall contain adequate surplus with consideration for its liability to departmental vehicle users.

### 2.2 Vehicle Cost Recovery

- 2.2.1 The vehicle charging structure is intended to recover maintenance and operating costs and capital needed for vehicle replacement.
- 2.2.2 Departments are required to budget for expenses and monthly billings that are charged to generate the revenues required. County departments are charged replacement rate and a variable operational rate.
- 2.2.3 Other charges for services may be assessed for any vehicle as direct charges. These include replacement of lost, stolen, or commercial fuel credit cards, damage to fuel station or other equipment, replacement of lost or stolen keys, accidents, abuse, and misuse on the part of the driver/operator.
- 2.2.4 Equipment that is added to vehicles and increases its capitalized cost such as light bars, two-way radios, cabs, etc. are budgeted by County departments. A replacement schedule is also developed for this equipment so that it is replaced in a timely manner.
- 2.2.5 There shall be an incremental replacement reserve determined as the cost of a new unit in the class of vehicle for inclusion in the replacement charge for all vehicles to cover cost increases and inflation. This shall be done on an annual basis in the development of rates and charges.
- 2.2.6 Totaled or Wrecked Vehicles: County-owned vehicles are self-insured by the County. The County shall create a physical damage insurance account to finance the replacement or repair of wrecked vehicles. Repair or replacement of a damaged vehicle is charged back to the Department via their allocated insurance premiums.
- 2.2.7 Surplus Vehicle revenues shall be used to offset and fund replacement of the fleet.

## 3. Use of Privately Owned Vehicles on County Business

- 3.1 Drivers are encouraged to use County vehicles when they are available. Factors to be considered when deciding between the appropriate use of a County vehicle versus a privately owned vehicle include availability of County vehicles, cost of a County vehicle versus mileage reimbursement, the appropriateness of the vehicle for the required use and best use of drivers' time, and operational efficiency. Departments are responsible for determining which option best meets the needs of the County.
- 3.2 A "privately owned vehicle" is herein defined as an automobile, truck, or van. Motorcycles, mopeds, motorized scooters, or similar vehicles may not be used to conduct County business.
- 3.3 Seat belts shall be used at all times by the driver and all passengers in a privately owned vehicle while on County business. (CVC 27315(d)(1), (e))
- 3.4 All children riding in a privately owned vehicle on County business shall be properly seat belted. Child safety seats shall be used as required by the California Vehicle Code. (CVC 27360 through 27364)
- 3.5 Consumption of alcohol, drugs or other intoxicants are strictly prohibited when operating a vehicle on County business.
- 3.6 A privately owned vehicle while being used for County business shall not be operated while in a known dangerous or defective condition.
- 3.7 Any driver who receives a traffic citation, other than for illegal parking while operating a privately owned vehicle on County business, shall report such citation to his/her department head. All traffic or parking citations are the sole responsibility of the driver.
- 3.8 Privately owned vehicles shall be adequately insured. The liability insurance on any private vehicle used in County business must conform to the minimum requirements set forth in the financial responsibility section (16020) of the California Vehicle Code.
- 3.9 Privately owned vehicles shall be in sound mechanical condition adequate for providing required transportation in a safe manner.
- 3.10 The cost of damage and/or wear and tear to a privately owned vehicle used on County business is the responsibility of the owner of the vehicle.
- 3.11 Drivers not in compliance with these minimum standards shall not be authorized to drive their privately owned vehicles on County business.
- 3.12 If a driver is involved in a collision or incident in a privately owned vehicle while on authorized County business, the driver's automobile insurance is primary to any other coverage.
- 3.13 When a driver is involved in a vehicle collision in his/her personal vehicle and it is determined by the appropriate law enforcement agency that the driver is not at fault, the County will reimburse any insurance deductible expense up to a maximum of \$500.
- 3.14 When County employees use a privately owned vehicle on County business, they shall be reimbursed at the current published IRS reimbursement rate. Claims for mileage reimbursement shall be submitted on County claim forms and processed in accordance with the County Auditor's procedures. (Refer to Mendocino County Policy No. 18, "Travel and Meal Policy".)

#### 4. County Departments: Program & Responsibility

##### 4.1 Department Head Responsibilities

Each County Department Head is responsible for the following:

- 4.1.1 Adhering to policies, procedures, and programs pertinent to the utilization of vehicles in the conduct of official business.

- 4.1.2 Enforcing the General Services Agency rules and regulations with regard to the operation of vehicles as set out by County policies, procedures and programs enacted by the Board of Supervisors and the CEO.
- 4.1.3 Ensuring that departmental employees maintain the proper operator license and comply with all Federal, State and local laws relating to the operation of motor vehicles.
- 4.1.4 Providing the General Services Agency copies of employee drivers license pursuant to Mendocino County Code Section 3.12.
- 4.1.5 Ensuring that all employees comply with County insurance requirements for using privately-owned vehicles in the conduct of official business (refer to section 3.8 above)
- 4.1.6 Assign the authority to operate a vehicle on County business, outside the County limits, or for intermittent overnight custody.
- 4.1.7 Comply with County rules and regulations relative to the care and maintenance of vehicles.
- 4.1.8 Ensure that employees report vehicle accidents to both local law enforcement and County officials.
- 4.1.9 Ensure that employees report mileage and costs to appropriate officials.
- 4.1.10 Take disciplinary action, including suspension or dismissal in accordance with MOU's, against employees who misuse County vehicles.

5. **Hands-Free Devices**

- 5.1 Effective July 1, 2008, California Vehicle Code (VC) § 23123 prohibits all drivers from using a handheld wireless telephone while operating a motor vehicle, unless using a hands-free device.

6. **Vehicle Identification**

- 6.1 All County-owned and operated vehicles shall have the placement of the County 'seal/logo' on all County-owned vehicles. Departments must submit requests for unmarked vehicles (without the County seal/logo affixed) and provide adequate justification for each unmarked vehicle request. An example of a justifiable unmarked vehicle request would be to ensure the protection of employee safety by providing identity discretion for Sheriff's, Child Support Services, and/or District Attorney investigative vehicles, etc.
- 6.2 Unless otherwise approved by the GSA Director, all County vehicles shall be identified by a vehicle number affixed to the left rear bumper. A County seal shall be affixed to the driver and passenger doors of all vehicles.

7. **Vehicle Disposal**

- 7.1 The Facilities & Fleet Division is responsible for disposing of surplus vehicles promptly after replacement for the most attractive price available via County auction or sealed bid, with the approval of the County GSA Director. Targeted replacement guidelines are included in the Budget process each year.



<p style="text-align: center;"><b>MENDOCINO COUNTY POLICY #46</b></p>	<p style="text-align: center;"><b>MENDOCINO COUNTY VOLUNTEER POLICY</b></p>
<p>ADOPTED: April 10, 2012</p>	<p>ADOPTED BY: Board Resolution #12-063</p>

Volunteers are a valuable resource in enhancing and improving the County’s ability to provide efficient and effective services to the community. The Board of Supervisors of the County of Mendocino recognizes and supports the use of volunteers to assist County government in providing services and programs. Volunteer service can enhance the County's ability to deliver services in a cost effective manner, provide a meaningful and positive impact on County Programs and the community, and may provide greater diversity in the workforce; as well as bring a fresh perspective and expanded skill set to County services and programs. In addition, volunteers can improve or promote the quality of their own lives as well as the lives of those people they interact with in course of their volunteering. Volunteering allows the volunteer to enhance his or her own skills, make contacts for possible employment and community involvement and could be considered self-satisfying and may fulfill the volunteer’s altruistic desires.

**PURPOSE**

Except as set forth herein, the Mendocino County volunteer policy applies to all persons who perform voluntary service for the County of Mendocino, and provides such persons with the terms and conditions of their voluntary service to the County of Mendocino. This policy formalizes the volunteer program and establishes standards of volunteer service. This policy defines the responsibilities of the County and volunteers. Written policies and procedures assure volunteers are suitably selected, oriented and trained, written assignments and job duties are developed, supervision is appropriate to assigned duties and discussion with volunteers regarding safety, liability to the County and accident and property damage coverage is conducted. This policy is designed to enable the County to accept volunteers, reduce volunteer risk and protect the interests of the County, its volunteers, and the community it serves.

This policy also provides the County, through its various departments, with the necessary supervision and control over the provision of such voluntary services so as to protect the volunteer and the County of Mendocino from unnecessary exposure to liability or other problems in connection with such service.

All volunteers are expected to abide by County policies and regulations that govern their actions, including but not limited to those of ethical behavior, confidentiality, financial responsibility, and drug and alcohol use.

**APPLICATION**

Advisory boards and commissions and members of the Mendocino County Sheriff’s Reserve Deputy Program, the Mendocino Search and Rescue Organization, individuals who are engaged in Internships and/or work experience programs that are covered by external agencies and/or educational institutions, and volunteers that are provided from other organizations through a MOU or contract with the County, are not covered by this policy but are expected to comply with all polices relating to prohibited activities and general conduct as set forth herein.

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**POLICY ADMINISTRATION**

Generally, administration of volunteers and a volunteer program will be the responsibility of the department for which the volunteer works. Overall program coordination, will be under direction of the Human Resources department, or as delegated to a volunteer management agency by contract with the County. Departments are responsible to create their specific department procedures to coordinate their volunteer program and to meet expectations outlined in this policy.

**SCOPE**

**Definition of Volunteer:** County volunteers are uncompensated individuals who perform services directly related to the business of the County for their benefit, to support the humanitarian, charitable or public service activities of the County, or to gain experience in specific endeavors. To qualify as a County volunteer, an individual must be willing to provide service according to the procedures in this policy.

In order to maximize the effectiveness of volunteers, yet limit risk exposure to both volunteers and the County, this policy will apply to all County departments and volunteers. Exceptions to the conditions of the policy may be brought to Human Resources and/or Risk Management for review and approval on a case-by-case basis.

**Types of Volunteers:** There are five broad classes of volunteers:

- A. General Volunteer: Defined as one who is not assigned to sensitive areas or situations and does not require particular licensing or certification. Examples of departments using such volunteers might be, but not limited to: Planning, Transportation, General Services, Library, Animal Control, Environmental Health. Placement of these volunteers will require only a basic background such as reference checks and verifying information from application.
- B. Special Volunteer: Defined as one who is assigned to sensitive areas or to work with children or other vulnerable populations such as in the Health & Human Services Agency (HHSA). Placement of these volunteers may require a Livescan (fingerprinting) or extensive background check and drug screenings.
- C. Public Safety Volunteer: Defined as one who perform services related to law enforcement and public safety. Placement of volunteers in these areas may require the full law enforcement background check including complete physical, psychological, polygraph and drug screenings, or a background investigation similar to that of law enforcement personnel. Reserve Deputy Sheriff's shall not lose the status of volunteer if/when on an occasional basis they might receive compensation for their time related to extra law enforcement services at special events where a private company/entity/individual provides compensation for such activity to offset costs to the Sheriff, by contract or agreement.
- D. Internal Volunteer: Defined as one who is currently an employee of County of Mendocino and is volunteering for a job distinctly different from their classification or working in a different

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department. Current public officers/employees may act in a volunteer capacity, but are not permitted to voluntarily perform services which are the same as, or are similar to, the duties for which they are paid to perform by the same public agency. The duties of the internal volunteer shall not, in any way, conflict with the provisions of Government Code Section relating to inconsistent, incompatible or conflicting activity by a local officer or employee.

E. External Volunteer is defined as one who does not work for the County of Mendocino.

All screening activities related to volunteer placement are the responsibility of the department.

**Prohibited Activities:** County volunteers are not intended to, and cannot replace employee positions or impair the employment of a County position. Volunteer services are generally limited to humanitarian, charitable or public services.

County volunteers are also prohibited from performing the following activities:

- Working with stored energy (e.g. steam, electricity, hydraulics)
- Participating in an activity considered inappropriate for any employee
- Entering into any contract on behalf of the County
- Cash handling without the direct supervision of County employee
- Working with infectious or potentially infectious agents, including human blood
- Operating a County function without supervision of a County employee
- Participating in media interviews without permission of volunteer supervisor
- Working as a Disaster Service Worker Volunteer without permission and appropriate certification from County Authority
- Any exception to the above, as long as properly supervised and trained, must be identified by an individual service level agreement approved by Risk Management.

**Recruitment:** Potential volunteers will be required to submit a written application form provided by Human Resources or a designated volunteer management agency under contract with the County. Submission of an application shall not be construed as, nor implied as, acceptance of any individual into the volunteer program.

**Selection:** A selection process shall be established where potential volunteers are interviewed, references verified, and in sensitive placements, consistent with type of volunteer (A, B, C, D, E) a

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security or Cash Handling Authorization Form (this will be a form internal to the volunteer's department) and/or Livescan Background Authorization Form shall be completed. If the volunteer performs duties requiring driving, the volunteer will be subject to Policy 18 and 26, and as such, the volunteer's driver license shall be provided to Risk Management. A driver evaluation shall also be conducted prior to the volunteer driving. If volunteer will be driving their personal vehicle, a certificate of vehicle liability insurance must be provided to Risk Management.

Volunteers may be subject to a pre-volunteer physical similar to that of an employee performing similar duties.

Public Safety Volunteers, Reserves and other volunteers that are considered working in a law enforcement/peace officer capacity shall be subject to a complete background investigation including fingerprinting, as well as any Physical & Psychological examinations, polygraph and drug screening similar to that which employees performing law enforcement duties are subject.

If the selection process discloses any information which indicates a potential volunteer is precluded from working in certain situations or fulfilling department requirements, the County is under no obligation to accept or retain that volunteer.

**Orientation:** In order for both the County and volunteers to have a complete understanding of the conditions of volunteership, volunteers must complete an orientation; this orientation will discuss County policies to which volunteers are subject to adhere, such as, but not limited to, Sexual Harassment, Drug Free Workplace, Health Information Portability and Accountability Act (HIPAA), Internet Usage Policy 22, etc. Departments are responsible for conducting orientation for volunteers that work in their department within the first week of work. An Orientation Checklist is required of all departments.

- A. **Policy and Procedure:** Policy and procedures regulating volunteer duties must be discussed. Specific emphasis must be given to working safely, conditions of driving while as a volunteer and risk exposure to the County. This policy should be furnished to and discussed with volunteers.
- B. **Training:** Volunteers will receive an overview of their volunteer assignment and, as appropriate, a written list of duties and expectations, hours of service, supervision, necessary forms, approved financial expenditures and reimbursement procedures, accident reporting procedures, confidentiality, call in, dress code, etc. Volunteers will also receive safety training as appropriate.
- C. **Supervision:** Volunteers will be supervised by permanent County employees as to assignments, performance, activity, use of equipment, etc. Performance problems will be corrected or the volunteer service terminated. Supervisors are to consult with Human Resources or its designated volunteer management agency under contract with the County if

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they experience issues with the volunteer. Supervision or designee is responsible for making sure volunteer hours are tracked and reported.

- D. **Separation:** Volunteers serve at the pleasure of the County. Accordingly a volunteer can be terminated without notice or cause.
- E. **Computer Usage:** Volunteers are subject to the Internet and Email usage policy as outlined in County Policy #22
- F. **Telephone Usage:** Volunteers may be contacted by phone at the assigned department for important personal matters that can not wait. Outgoing calls must be limited to County business or emergencies. Pay phones for personal calls may be available at some locations.
- G. **Drugs and Alcohol:** Volunteers are expected to adhere to County Policy # 24, Drug Free Workplace to which employees are subject. Possession, use, or being under the influence of drugs or alcohol while on duty in a volunteer capacity is strictly prohibited.
- H. **Smoking:** Smoking is not permitted inside any County building or within 20 feet of a County building (MCC §9.20.030 ).
- I. **Sexual Harassment:** Sexual Harassment is against the law; the County of Mendocino takes this very seriously and enforces a Sexual Harassment Policy. Volunteers and employees are expected to contribute positively to a work environment that is free from unwelcome overtures, advances, or coercion, by or to any volunteer, employee, or a member of the public using County facilities. Any matter of this nature must be brought to the attention of the supervisor, so immediate corrective action can be taken.
- J. **Conflict of Interest:** Volunteers, like employees, are required to disclose any business, commercial or financial interest they may have, where such interest might be construed by a reasonable person as being in real, potential or apparent conflict with their official duties for the organization. A determination may be made by the organization to end or modify a volunteer assignment if a serious conflict of interest exists, if the volunteer cannot or chooses not to modify or end such conflict of their own accord.
- K. **Use of Organizational Affiliation:** A volunteer may not use his/her affiliation as a volunteer with the County in connection with partisan politics, religious matters, or community issues contrary to positions taken by the County.
- L. **Speaking on Behalf of the County:** Volunteers may not represent themselves as anything other than a volunteer while performing duties as a volunteer, unless specifically authorized and to the extent specified in writing for a specific purpose.

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M. **Confidentiality Statement:** The County is committed to maintaining client’s and customer’s right to protection of their personal information. Staff and volunteers in the County must be committed to maintaining the privacy and confidentiality customers/clients; particularly their personal and personal health information subject to HIPAA. Breaches of privacy put the County at risk of legal consequences.

**RISKS OF INJURY TO VOLUNTEERS or PROPERTY DAMAGE**

**Personal Injury:** Workers Compensation coverage will be provided by the County of Mendocino or as designated with a volunteer management agency under contract with the County. Time loss benefits are not available.

**Damage To Volunteer’s Property:** In the event the personal property of a volunteer is damaged while the volunteer is serving in either authorized or unauthorized volunteer status, the County nor any designated volunteer management agency under contract with the County will be responsible to reimburse for the damage. Members of the Mendocino County Search and Rescue Organization and Sheriff’s Reserve Deputy Program are covered under the same conditions as the Sheriff personnel.

**Damage To Private Property:** In the event private property is damaged by a volunteer serving in only an authorized volunteer status, provisions of the County Risk Management policy and procedures will be observed.

**PROCEDURES**

Each department will develop and maintain written procedures to supplement this policy to address specific methods to recruit, interview, select, orient, train, supervise, track and recognize volunteers. Department heads will designate an employee within the department to be responsible for the volunteer program and who will serve as the contact person.

**NOTIFICATION TO RISK MANAGEMENT AND HUMAN RESOURCES**

Departments utilizing volunteers must notify Risk Management and Human Resources or its designated volunteer management agency under contract with the County of their volunteer roster and volunteer service hours on a monthly basis and upon any subsequent changes to the volunteer roster.

<b>POLICY #50</b>	<b>SOCIAL MEDIA USE</b>
ADOPTED: December 19, 2016	ADOPTED BY: Minute Order

## **Subject**

The County of Mendocino Social Media Use Policy.

## **Authority**

This regulation is issued pursuant to the Mendocino County Code and approved by the Board of Supervisors on December 19, 2016.

## **Applicability**

The County of Mendocino has a business need to augment traditional communication methods with the use of social media channels. Social media is an important tool to communicate directly with constituencies in a manner that reflects the rapidly changing methods by which information is shared. The use of social media presents both opportunity and risk to the County and individual County departments. In general, the County supports the use of social media to further County and department missions and goals.

The County endorses the secure use of social media technology to enhance communication, collaboration and information exchange; streamline processes; and foster productivity improvements. However, their application must not compromise data confidentiality and integrity. The same standards of conduct, principles and guidelines that apply to County of Mendocino employees in the performance of their assigned duties apply to employee social media technology use. This document establishes countywide social media use policies and protocols intended to mitigate associated risks from use of this technology where possible.

## **Policy**

Department use of social media technology shall conform to the policies and protocols contained, or referenced, herein.

### **1.0 Definitions**

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#### **1.1 Social Media**

The U.S. Government defines social media as the various activities that integrate technology, social interaction, and content creation. Through social media, individuals or groups can create, organize, edit or comment on, combine, and share content. Social media uses many technologies and forms. Not all forms of social media may be appropriate for use by County departments.

#### **1.2 Official County Email Account**

Email account provided by the IS Division or approved external mailbox that is used for official County business.

#### **1.3 Approved County Social Networking Site**

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Approved County social networking site refers to social networks that the County Executive Office (CEO) and Information Services Division (IS) have assessed and approved for use by County departments. See County of Mendocino Social Media Handbook (Networks and Standards) for the most recent list of approved sites.

#### **1.4 Post**

An administrator submitted message/blog in the form of, but may not be limited to, text, videos, photographs, graphics, links (hyperlinks), documents, computer applications, etc.

#### **1.5 Comment**

A user submitted response to an administrator post.

### **2.0 Responsibility**

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#### **2.1 Board Approval**

Policy No. 50: Social Media Use was approved by the Mendocino County Board of Supervisors on December 16, 2016.

#### **2.2 IS and CEO**

Director of Information Services Division, or his/her designee, and the County Executive Office are responsible for facilitating this policy. This includes the responsibility to audit department use of social media and enforce policy compliance.

#### **2.3 Department Head and Elected Officials**

Within the terms of this policy, Department Heads and Elected Officials have authority to determine and establish social media activity at the department level.

#### **2.4 Social Media Coordinator**

The Social Media Coordinator is appointed by the Department Head, with authority to use social media on behalf of the department and responsibility to ensure the appropriateness of content.

### **3.0 Protocols**

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#### **3.1 County social Media Technology Use**

Department use of social media technology shall conform to the policies, protocols and procedures contained, or referenced, herein.

1. Comply with all applicable federal, state, and county laws, regulations and policies. This includes adherence to but may not be limited to established laws and policies regarding copyright, records retention, Freedom of Information Act (FOIA), California Public Records Act (CPRA), First



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Amendment, Americans with Disabilities Act (ADA), Health Insurance Portability and Accountability Act (HIPAA), Hatch Act of 1939, privacy laws, employment related laws and any County of Mendocino Department Employee Codes of Conduct. In addition, County established Policy No. 50– Social Media Use and Personnel Management Policies such as, but not limited to, Human Resources Employer Employee Relations, No. 10 – Equal Employment Opportunity, No. 16 – Public Complaints Concerning County Personnel, No. 22 – Information Services, No. 23 – Sexual Harassment, No. 36 Public Access to County Records, and the Workplace Violence Prevention Plan within the County of Mendocino Safety Manual.

2. Be familiar and carry out social media activity in accordance with the County of Mendocino Social Media Handbook.

### **3.2 Requirements for Department's Using Social Media**

Departments who choose to utilize social media shall:

1. Establish a well thought out social media workplan that complements countywide policies and considers the department’s mission and goals, audience, legal risks, technical capabilities, security issues, emergency response procedures, etc. The workplan shall be submitted to the County Executive Office for review.
2. Designate a Social Media Coordinator responsible for overseeing the department’s social media activity, policy compliance, and security protection.

### **3.3 Authorized Use**

Department Heads, or designees, are responsible for designating appropriate levels of use.

1. Social media network usage shall be limited to only those with a clear business purpose to use the forum.
2. Appropriate usage levels include identifying what sites the individual is approved to use, as well as defining capability: publish, edit, comment or view only.
3. Only official spokespersons, Public Information Officers, Social Media Coordinators, and Department Heads shall be considered authorized users and have permission to post and respond.
4. Authorized users shall review the County’s social media policies and protocols and are required to acknowledge their understanding and acceptance of their scope of responsibility, via signing an acknowledgement form and forwarding to the Executive Office.

### **3.4 User Behavior**

The same standards, principles and guidelines that apply to County of Mendocino employees in the performance of their assigned duties apply to employee social media technology use.

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1. Authorized users shall do so only within the scope defined by their respective department per § 3.3 and in compliance with all County policies, practices, user agreements and guidelines.
2. Authorized social media spokespersons participating in social networking discussions related to County business matters in off County time shall indicate that viewpoints are personal and do not necessarily reflect County opinion.
3. Violations of this policy shall be reviewed on a case-by-case basis and may result in appropriate disciplinary actions.

### **3.5 Approved Social Media Networks**

Departments shall only utilize County approved social media networks for hosting official County social media sites listed in the County of Mendocino Social Media Handbook.

1. New social media networks under consideration will be reviewed and approved by the County Executive Office and the Director of Information Services Division with consultation from County Counsel and Human Resources when appropriate.
2. For each approved social media network, usage standards will be developed to optimize County government use of the site.
3. Departments may request review and approval of additional social media networks to the Executive Office as needed.

### **3.6 Authenticity Establishment**

County department social media sites shall be created and maintained with identifiable characteristics of an official County site that distinguishes them from non-professional or personal uses.

1. County social media network accounts shall be created using an official County email account.
2. Contact information should display an official County email address, including distinguishing language such as, being the “official account”, and provide a link to the County or department website.
3. The name “Mendocino County” and the official County or department logo must be displayed.
4. § 3.7.5: County of Mendocino Social Media User Responsibility Guideline must be displayed.

### **3.7 Site Content**

Departments are responsible for establishing and maintaining content posted to their social media sites.

1. Social Media Coordinators shall review site activity daily for exploitation or misuse.

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2. Social media content shall fully comply with all of the County’s Personnel Management Policies including, but not limited, to Policy No. 10 – Equal Employment Opportunity, No. 16 – Public Complaints Concerning County Personnel, No. 22 – Information Services, No. 23 – Sexual Harassment and the Workplace Violence Prevention Plan, and any Employee Code of Conduct adopted by a County department.
3. Contents posted on County social media sites may be considered public records subject to disclosure under California’s Public Record Act (“PRA” – Government Code §§ 6250 et. seq.). PRA requests for the production of posts on a County social media site shall be handled according to Mendocino County Policy No. 36 – Public Access to County Records.
4. Sites shall provide a link to the County of Mendocino Social Media User Responsibility Guideline (see § 3.7.5) and, if needed, consult with County Counsel to develop department specific disclaimers to meet the County’s legal needs.
5. The following forms of content posted by external and authorized users may be subject to removal if they contain:
  - A. Profane language or content;
  - B. Content that promotes, fosters or perpetuates discrimination of protected classes;
  - C. Sexual harassment content;
  - D. Solicitations of commerce or advertisements including promotion or endorsement;
  - E. Promotion or endorsement of political issues, groups or individuals;
  - F. Conduct or encouragement of illegal activity;
  - G. Information that may tend to compromise the safety or security of the public or public systems;
  - H. Content intended to defame any person, group or organization;
  - I. Content that violates a legal ownership interest of any other party, such as trademark or copyright infringement;
  - J. Publishing false, vicious or malicious statements concerning any employee, the County, or its operations;
  - K. Violent or threatening content;
  - L. Disclosure of confidential, sensitive or proprietary information;
  - M. Advocating for alteration of hours, wages, and terms and conditions of employment (applies to County employees only).

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6. Unacceptable content and repeat individual violators shall be removed. Contact County Counsel on any legal issues. See § 3.8 concerning content management and deletion.
7. Departments shall have preventative measure in place against potential destructive technical incidents. See § 3.9 on network security.

### **3.8 Content and Records Management**

Department use of social media shall be documented and maintained in an easily accessible format that tracks account information.

1. Departments are responsible for the creation, administration and deactivation of social media accounts.
2. All content is to be fully accessible to any person requesting documents from the social media site.
3. Content deemed inappropriate per § 3.7.5, or technically destructive per § 3.9.2, shall be promptly documented (screenshot/printout), and then be removed immediately. County Counsel and Risk Management should be contacted on any legal issues, along with completion of an incident report.
4. Users (e.g., friends, fans or followers) who continue to post inappropriate content shall be removed.

### **3.9 Network Security**

Each Department utilizing social media shall have security controls in place to protect County information and technology assets against potential destructive technical incidents.

1. Perceived or known compromises to the County's internal network shall be promptly reported to IS.
2. Computers, laptops and mobile devices used to administer County social media sites shall have up-to-date software to protect against destructive technical incidents, including but may not be limited to, cyber, virus and spyware/adware attacks.

### **4.0 Related References**

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1. County of Mendocino Social Media Handbook
2. County of Mendocino Equal Employment Opportunity Policy No. 10
3. County of Mendocino Public Complaints Concerning County Personnel Policy No. 16
4. County of Mendocino Sexual Harassment Policy No. 23

<b>POLICY #50</b>	<b>SOCIAL MEDIA USE</b>
ADOPTED: December 19, 2016	ADOPTED BY: Minute Order

5. County of Mendocino Information Services Policy No. 22
6. County of Mendocino Public Access to County Records No. 36
7. County of Mendocino Workplace Violence Prevention Plan
8. County of Mendocino Human Resources Employer Employee Relations Policy



MENDOCINO COUNTY POLICY #58	INFORMATION TECHNOLOGY POLICY ACCEPTABLE USE
ADOPTED: May 9 <sup>th</sup> , 2023	ADOPTED BY: MINUTE ORDER

**1. Overview:**

This policy outlines the acceptable use of County of Mendocino information technology (IT) resources by authorized users and aims to ensure the proper use of IT resources and minimize risks to the County’s systems and data.

**2. Purpose**

The purpose of this policy is to ensure that employees, contractors, and authorized users understand their responsibilities when using County IT resources, establish appropriate use standards for IT resources, and to minimize the risks of security incidents, data loss, or other harm to County IT systems and data.

**3. Scope:**

This policy applies to all County Government employees, contractors, and authorized users who access or use County IT resources, including but not limited to computers, mobile devices, network systems, software, social media, and data.

**4. Policy:**

**4.1 Ownership**

- 4.1.1 All County of Mendocino information technology resources, including hardware, software, and data, are the sole property of the County.
- 4.1.2 Authorized users have no expectation of privacy when using County IT resources, and all data and communications transmitted, received, or stored on County resources may be monitored or audited by authorized personnel.
- 4.1.3 Authorized users must return and/or relinquish all County IT resources to the County upon termination of employment or contract.

**4.2 General Use**

- 4.2.1 Authorized users must comply with all applicable laws, regulations, and policies related to information technology.

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- 4.2.2 Authorized users are responsible for protecting County IT resources from theft, damage, or unauthorized access.
- 4.2.3 Authorized users may access, use, or share County information only to the extent it is authorized and necessary to fulfill assigned job duties.
- 4.2.4 Authorized users are responsible for exercising good judgment regarding the reasonableness of personal use of County IT resources.
- 4.2.5 Authorized users are responsible for reporting breaches of this policy to IT and their supervisor immediately upon awareness of such breaches.
- 4.2.6 Department guidelines concerning personal use of County IT resources will serve as supplementary to County guidelines and will not supersede or replace the provisions of this policy or associated guidelines and/or procedures.

### **4.3 Security**

- 4.3.1 Authorized users are responsible for safeguarding the security of County IT resources by following County password guidelines.
- 4.3.2 Providing access to passwords or access credentials to another individual, either deliberately or through failure to secure access, is strictly prohibited.
- 4.3.3 All computers and mobile devices that connect to County network infrastructure or resources are subject to all County policies, guidelines, and procedures.

### **4.4 Unacceptable Use**

The following activities are, in general, prohibited subject to exceptions listed in Section 6. Policy Compliance. They are not exhaustive but attempt to provide a framework for activities which fall into the category of unacceptable use.

- 4.4.1 Engaging in any activity that violated County, State, or Federal laws or regulations, or any activity that could result in criminal or civil liability for the County.



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- 4.4.2 Attempting to gain unauthorized access to County IT resources or systems or attempting to exploit any security vulnerabilities or weaknesses.
- 4.4.3 Engaging in any activity that disrupts or interferes with County IT resources or related work of others.
- 4.4.4 Accessing, downloading, or transmitting any unauthorized or illegal material, including but not limited to copyrighted material, sexually explicit material, or material that promotes violence, harassment, or discrimination.
- 4.4.5 Installing or use of any software or applications that are not authorized by the County.
- 4.4.6 Engaging in any form of hacking, cracking, or penetration testing of County IT resources or systems by unauthorized personnel.
- 4.4.7 Intentionally introducing malware, viruses, or other harmful software into County IT resources or systems.
- 4.4.8 Providing access to passwords or access credentials to another individual, either deliberately or through failure to secure access.

**5. Policy Maintenance:**

This policy will be reviewed periodically by the County of Mendocino Executive Office – Information Technology Division and updated as necessary to reflect changes in technology or regulatory requirements.

**6. Policy Compliance:**

- 6.1 For security and maintenance purposes, authorized individuals may monitor equipment, systems, and network traffic at any time, unless prohibited by State and Federal law.
- 6.2 Exceptions to this policy may be granted on a case-by-case basis by the County Executive Office – Information Technology Division Manager or designee, as needed to accommodate legitimate business needs or to comply with regulatory requirements.

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6.2.1 Mendocino County Sheriff's Office (MCSO) is authorized to use County Government IT resources as necessary for law enforcement purposes and has sole authority over the monitoring and maintenance of MCSO specific IT resources.

6.2.2 MCSO must comply with all applicable laws, regulations, and policies related to the use of IT resources, including but not limited to Criminal Justice Information Services (CJIS) Security Policy.

6.2.3 MCSO may have access to confidential or sensitive information that is protected by state or federal law. MCSO must ensure that this information is accessed, used, and shared in accordance with applicable laws and policies.

6.3 Any authorized user found to have violated this policy may be subject to disciplinary action, up to and including termination of employment or contract in accordance with applicable MOU provisions and subject to the authority of the Department, Office, or County operation.

**7. Definitions:**

7.1 Authorized User: Any employee, contractor, volunteer, intern, or other individual who has been granted access to County of Mendocino information technology resources.

7.2 Security Incident: Any suspected or actual event that could compromise the confidentiality, integrity, or availability of County information technology resources.

7.3 Application: A program that provides a level of functionality for a specific task. Common examples are spreadsheets (Excel), presentation (Power Point), and word processing (Word) programs.

7.4 IT Resource(s): County-owned, -leased, or -controlled IT equipment, including computers, centralized systems, servers, laptops, wireless devices, local area networks, and wide area network equipment

**8. Revision History**

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<b>Date</b>	<b>Responsible Party</b>	<b>Summary of Change</b>
05-01-2023	EO-IT Division	Initial policy creation