

New Employee Orientation



Participant Guide

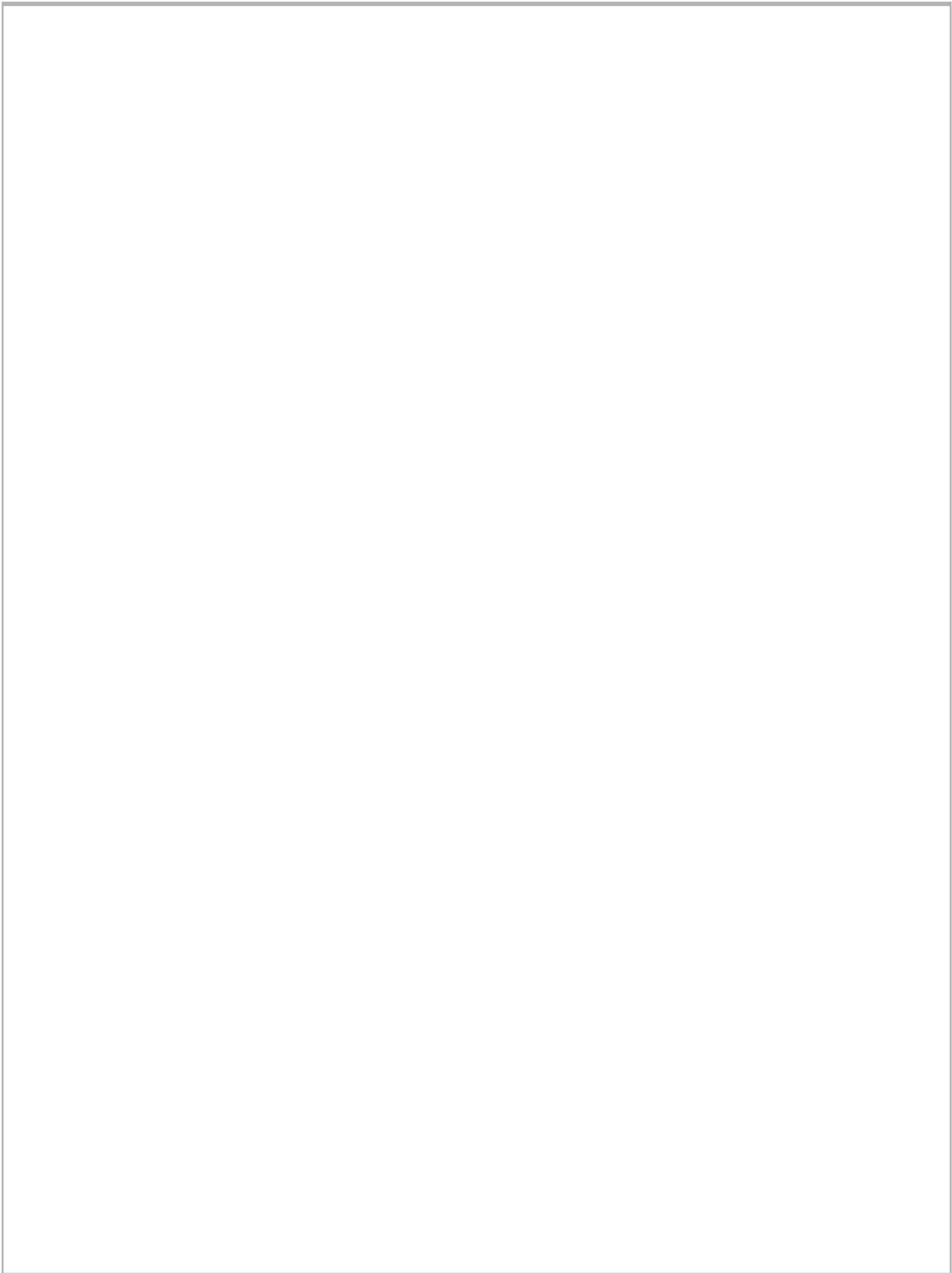


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Welcome



New Employee
Orientation



Meet your Department Representative



New Employee
Orientation



The County has over 1000 job classifications and offers a wide variety of services to the public. The County prides itself on providing excellent customer service to all the citizens we serve. As County employees we are all ambassadors of quality service.

These classifications also offer opportunities for development for employees that exceed those in the private sector. This gives employees the advantage of exploring new challenges in their work lives while still accruing benefits for retirement and vacation along with other great County benefits.

Notes:

San Diego County Board of Supervisors



Greg Cox
District One



Dianne Jacob
District Two



Kristin Gaspar
District Three



Nathan Fletcher
District Four



Jim Desmond
District Five

The Board of Supervisors does the following:

- Adopt the annual budget
- Provide delivery of County services & programs
- Enact Board Policies, Regulatory Ordinances and the County Administrative Code.

Notes:

Chief Administrative Office



Helen Robbins-Meyer
Chief Administrative Officer

Donald F. Steuer

Assistant Chief Administrative Officer /
Chief Operating Officer



The Chief Administrative Office:

- Implements the Board of Supervisors policy directives, and
- Manages day-to-day operations and functions of County government.

The office includes the Chief Administrative Officer (CAO), the Assistant Chief Administrative Officer (ACAO) and a small support staff.

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Orientation



Notes:

Community Services Group

- Animal Services
- Library
- General Services
- Purchasing & Contracting
- Registrar of Voters



April F. Heinze ,
Deputy Chief Administrative Officer



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Finance & General Government Group

- Assessor/Recorder/County Clerk
- elected official
- Auditor & Controller
- Chief Administrative Office
- Office of Ethics & Compliance
- Office of Strategic & Intergovernmental Affairs
- County Technology Office
- Clerk of the Board of Supervisors
- County Communications Office
- County Counsel
- Human Resources
- SDCERA
- Treasurer/Tax Collector
- elected official



Tracy Sandoval,
Deputy Chief Administrative Officer/
Auditor & Controller



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Health & Human Services Agency

- Six Integrated Service Regions
- Aging and Independence Services
- Public Health Services
- Behavioral Health Services
- Housing and Community Development
- Support Divisions



Nick Macchione,
Director



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Orientation



Land Use & Environment Group

- Air Pollution Control District
- Agriculture, Weights & Measures
- Environmental Health
- University of California Cooperative Extension
- Parks & Recreation
- Planning & Development Services
- Public Works



Sarah Aghassi,
Deputy Chief Administrative Officer



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Public Safety Group

- Child Support Services
- Office of Emergency Services
- District Attorney
 - elected official
- Medical Examiner
- Probation
- Public Defender
- Sheriff
 - elected official



Ronald Lane,
Deputy Chief Administrative Officer



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Employee Organizations

- Employees are represented by several employee organizations



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Policies

Disaster Service Worker



All County employees
are disaster service
workers by law.

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Under California State law, all government employees are Disaster Service Workers who can be called upon in any emergency. You may volunteer for a specific assignment when they are offered, or during a disaster you may be assigned a role. Specifically, the California Government Code states, in part, that: *“All public employees are hereby declared to be Disaster Service Workers subject to such disaster service activities as may be assigned to them by superiors or by law.”* This means that, in addition to our everyday duties, we have an added responsibility to help during a disaster.

When you report to your work location, ask your supervisor about your department’s Site Evacuation Plan (SEP) and Continuity of Operations Plan (COOP).

Additionally, ask your supervisor what your disaster services worker role will be in the event of a disaster.

Notes:

COB Policy C-22

Preventing Sexual Harassment



Sexual harassment is forbidden in the County workplace.

Two categories:

- Quid pro quo
- Hostile Work Environment

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The County provides a workplace free of sexual harassment. Clerk of the Board Policy C-22 states sexual harassment is forbidden in the workplace. You will be assigned sexual harassment prevention online training to complete as a required County training. The materials you'll access online include an incident report form. You will complete this form with your supervisor or manager should you be involved in a sexual harassment incident. The form includes information about the incident including the date, persons involved and so on. The County of San Diego Administrative Manual Policy 0010-11 prohibits reprisals against any County officer or employee or applicant for County employment, who files a sexual harassment complaint or participates in a complaint investigation.

If you observe sexual harassment in the workplace, you need to report it to your supervisor.

Notes:

COB Policy C-25: Zero Tolerance Drugs & Alcohol

- Employees must pass an alcohol and drug screening test
- Absolutely NO illegal drugs or alcohol permitted on County property
- Notify management if you are using any drug (prescription or non-prescription) that may affect your performance
- If you observe someone under the influence, report it

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COB Policy A-121: Zero Tolerance Weapons, Violence, & Threats

- No possession of non-job-related weapons of any kind on the work site
- Employees who witness acts of violence – verbal or physical must report them immediately
- All reports are taken seriously and responded to by management when necessary
- Questions about the policy should be directed to your supervisor, DHRO, or the Department of Human Resources' Risk Management Division

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Orientation



Administrative Manual: 0400-01

Data/Information & Systems Information

County business use only – Confidential

Perspecta manages the County's information technology

- Addresses all media:
 - Electronic data
 - Paper-based data
 - Verbally communicated information
- All equipment:
 - Computers
 - Software
 - Networks
 - Servers
 - Telephone

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Orientation



Clerk of the Board Policy A-111 defines the County's data and systems information policy. DXC manages the County's information technology. All County data and information systems should be limited to County business usage only. Using these tools and resources requires compliance to procedures and business practices that protect the integrity, security and confidentiality of the County's data/information and information systems. It addresses all media: electronic data; paper-based data; and even verbally communicated information.

You are required to sign an acknowledgement form that you will turn in today that states this policy was explained to you.

Notes:

Administrative Manual: 0400-02

Internet Use

You may not...

- Post, view, access, download, receive or transmit offensive, threatening, defamatory, pornographic, harassing or obscene material
- Hack or engage in malicious activities
- Download software or free shareware that has not been approved by the County
- Play games or gamble
- Download, view or listen to software, music, video or audio clips, files or streaming media that are not work-related or business justified
- Transmit confidential information without authorization and encryption

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Orientation



Administrative Manual: 0400-03 & 04

Security & Passwords

- Security
 - Using another person's account to impersonate that account owner is prohibited.
 - County accounts are disabled after a predetermined number of consecutive invalid attempts to log on.
- Passwords
 - Account passwords should be protected from being disclosed and should not be shared.
 - Users create their own passwords that are easily remembered and avoid writing them down.
 - Users shall create passwords according to the password complexity rule for the system being accessed.

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Administrative Manual: 0400-03 & 04

Security & Passwords

- Passwords
 - Passwords should be changed periodically whether or not the system prompts the user to do so.
- E-mail retention – CAO Policy 0040-09-01:
 - All manually deleted mail items are moved into the “Deleted Items” folder until they expire – 60 calendar dates maximum from receipt/creation or modification.
 - All mail items automatically deleted by the mail system retention policy are moved into the “Recover Deleted Items” folder for a maximum of 3 days. After which they are not recoverable, thereby meeting the 60 day retention policy.

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Administrative Manual: 0400-05

Workstations

- Users may not add peripheral hardware, install software or change the PC's configuration or system.
- Workstations shall be logged off when unattended. Workstations should be shut down at the end of the day unless the Information Technology System Owner requests it be left on for maintenance purposes.
- Removal of workstation or peripheral equipment is strictly prohibited without proper authorization, with the exception of laptops.

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Administrative Manual: 0400-05

Workstations

- Lost, damaged or stolen equipment must be reported immediately.
- Workstations shall be handled with reasonable care:
 - When traveling, the vehicle should be locked and portable workstation or device stored in the trunk or out of plain sight.
 - Portable workstations should never be stored in a vehicle overnight.
 - Consider using a briefcase or bag that doesn't look like a computer case to minimize visibility.
 - Never leave a portable workstation or device unattended in public or areas that are not secure.

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Administrative Manual: 0400-07

Telephones

- Defacing telephones (desktop/mobile) is prohibited.
- Personally owned desktop telephones may not be plugged into the County system.
- Reimbursement is not available.
- Employees must comply with California State & local laws, and applicable laws when traveling out-of-state, regarding use of mobile and pda devices:
 - Effective 07/01/2008 California Vehicle Code Section 23123. A person shall not drive a motor vehicle using a wireless phone unless it is configured for hands-free listening and talking and used in that manner when driving. This is not applicable to a person using a wireless phone for emergency purposes, including, but not limited to contacting law enforcement, health care providers, fire dept., or other emergency services.
 - Employees may not drive while using an electronic device to write, send or read text messages.

New Employee
Orientation



Possible Consequences of Identified Misuses

- Reporting of the incident to management
- Possible revocation of access privileges
- Possible disciplinary action in accordance with Civil Service Rules, up to and including termination



DHR Policy 117

Social Networking

- Personal use during working hours (for example during breaks)
- Personal use during non-working hours



DHR Policy 117 outlines the County's policy regarding social networking. It states:

Personal use during working hours (for example during breaks):

- Conducted in a manner so the reader doesn't think the employee is speaking on behalf of the County unless they have been designated as such.
- Employee use of sites must be in compliance with County's relevant policies, ethics rules, code of conduct, as well as with state Ethics Law, Federal Copyright laws and other applicable laws and regulations.
- Appointing authority may allow social media during work hours; such exceptions are based on acceptable business risks or needs. Personal use must be limited, reasonable and not interfere in performance of duties.

Personal use during non-working hours:

Postings, publications or any communication made or generated from non-County equipment and/or systems are included in this ban on confidential information; this applies to off-duty use.

COB Policy C-17: Equal Opportunity



Diversity is the range of human differences—recognizing that each person has layers of diversity, which together make his or her perspective unique and essential to the success of the organization.

New Employee
Orientation



It is the policy of the Board of Supervisors to comply with Federal, State and local laws effecting equal opportunity. In conformance with that policy and the Board's commitment to **prohibit discrimination**, it is hereby decreed that, barring any lawful or valid reasons, **all individuals will have equal access to County operations and employment.**

Notes:

New Employee Orientation



Programs and Practices

Programs and Practices



Work Safe/Stay Healthy

New Employee
Orientation

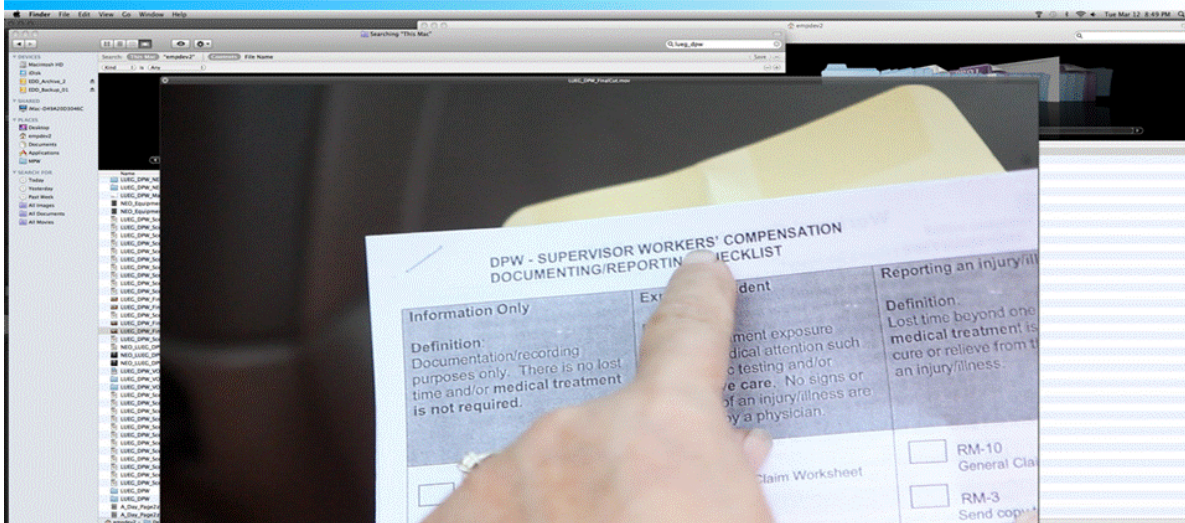


The goal of the WSSH program is to prevent workplace injuries, which will enhance the quality of life for employees and allow County employees to provide the best possible services to the public.

WSSH encourages teamwork between leadership, management and employees. WSSH raises awareness through education and training and decreases injuries by identifying and correcting hazards. Our goal is a safe workplace for everyone.

Notes:

Programs and Practices



Workers' Compensation

New Employee Orientation



If you are injured on the job, you will be covered under the Workers' Compensation policy. All injuries must be reported to a supervisor immediately. Medical care will be provided by US Healthworks.

If you want to have your own personal physician provide care, you must pre-designate them. The pre-designation form can be found on the New Employee Resource website and must be completed and signed by your physician and returned to Department of Human Resources prior to any injuries.

Notes:

Programs and Practices



Off-Duty, Recreational Activity Form



Participation in any off-duty, recreational, social and athletic events are completely outside the scope of County employment and are strictly voluntary. Workers' compensation nor service connected disability retirement benefits are available to those injured during such events.

Notes:

Programs and Practices



Wellness Program



The Wellness Program focuses on the benefits of a healthy lifestyle. The mission of the program is to develop healthy choices that reduce personal risk factors by engaging and sustaining a productive, active, and accountable workforce.

Resources include:

- Program Calendar
- Monthly and Quarterly Events
- Gyms located on site

Notes:

Programs and Practices



Performance Appraisals
Probation Periods

New Employee
Orientation



Performance Appraisals:

- Annual
- Interactive Process
- “Standard” or “Above” to advance to higher salary

Probationary Period:

- 6 months – some entry level clerical classifications
- 12 months – for most classifications
- 18 months – applies to some technical classifications

Notes:

Programs and Practices



Professional Growth



Professional growth at the County is encouraged and there are many opportunities to enhance your knowledge, skills and abilities.

Resources include:

- Training Tracks
- Academies
- Online learning
- Mentor/Mentee Program

Notes:

Programs and Practices



InSite is an internal network only available on your computer while you are at work. It is used to access information about County employees, programs and initiatives.

The New Hire Information Center has been designed just for you!

Notes:

Programs and Practices



Learning Management System (LMS)

New Employee Orientation



Learning Management System (LMS)

- Access to online training
- Access to classroom training
- Tracks training assignments & completions

Assigned trainings are listed under your “To Do” section in the LMS.

Notes:

Programs and Practices



Next Steps



The “Next Steps” handout in your NEO packet lists trainings you will be accountable for completing. These trainings are specific to new employees and are required to be completed within the first few months of service. The instructions regarding how to access and use the LMS are included.

Reminders about your benefits also appear here.

Notes:

Programs and Practices



Tuition Reimbursement

New Employee
Orientation



Tuition Reimbursement:

- \$2524 per fiscal year
- Must be pre-approved by your Supervisor and Department Human Resources Officer (DHRO)
- Must be an accredited university
- Success completion of coursework

Notes:

Programs and Practices

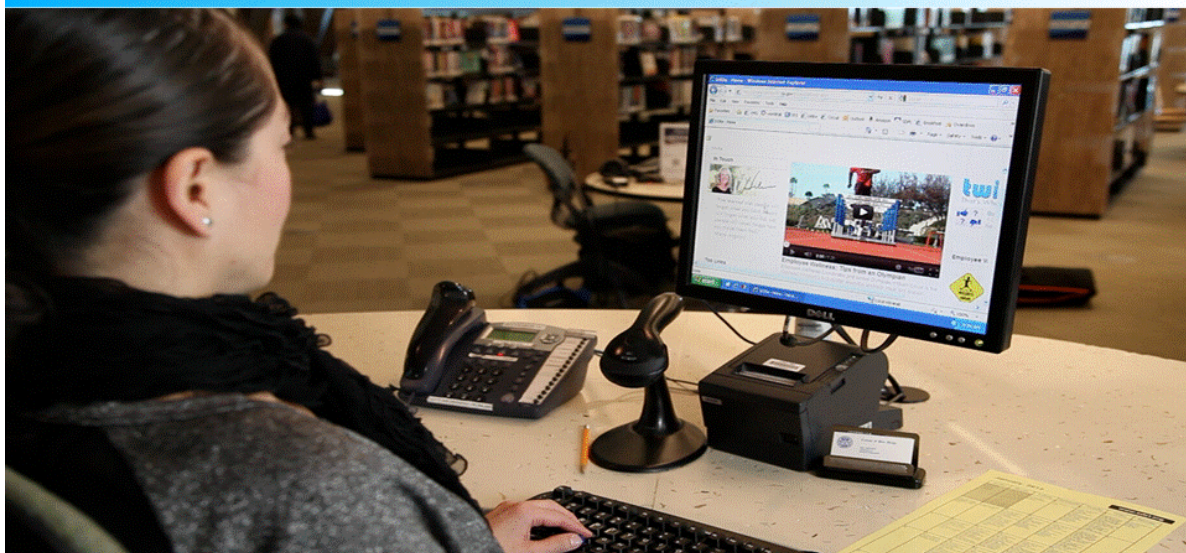


Kronos and Payroll Processing New Employee Orientation

Kronos:

- Electronic timekeeping system
- Pay periods are for 80 hours, 40 hours each week, Friday – Thursday
- Employees record all hours worked as well as exceptions, such as vacation and sick leave
- Timesheets are submitted electronically to your supervisor by a specified time (usually by noon Thursday) and your supervisor must approve time for staff on Thursday by 5 p.m.
- All payroll is dispersed via Direct Deposit only, into the banking institution of your choice
- Kronos is accessible on the County InSite page

Programs and Practices



Employee Self-Service

New Employee Orientation



In Employee Self-Service you can view and/or make changes to the following information:

- Personal information
- Emergency contacts
- Federal and state tax information
- Copy of your W-2 statement
- Direct deposit information
- Benefit information
- Current & past paychecks

To access Self-Service:

- You will receive an email to your business (work) email address.
- If you do not receive an email contact your help desk and they will provide you with a new password.

Programs and Practices



Vacation & Sick Leave

New Employee
Orientation



Vacation

Regular full-time employees

- Use time as it accrues throughout the first year
- Accrue up to two times your vacation earnings
- When you leave County service you receive all monetary value of vacation entitlements as long as you were employed for a year

1 – 5 years of service 2 weeks per year

5 – 15 years of service 3 weeks per year

Over 15 years of service 4 weeks per year

Sick Leave

Always notify your supervisor when you are sick

- Accrues: 4.0 hours every pay period for full-time employees (5% of paid hours for part-time employees)
- Sick leave personal: for personal illness, injury or medical/dental appointments
- Sick leave other: medical appointments or to care for ill family members:
 - Spouse
 - Children
 - Immediate family
 - Step family
 - Those who live with you

Programs and Practices

The Noblest Motive is the Public Good



New Employee
Orientation



The County of San Diego is dedicated to fostering a culture of integrity among County staff by educating employees, and promoting and ensuring ethical behavior.

We are committed to upholding the following guiding principles:

- We treat everyone with courtesy, dignity and respect and we treat each other as valued colleagues.
- Confidentiality is a legal and ethical responsibility that we will protect to the greatest extent possible as permitted by law.
- We hold ourselves to a high standard of performance and strive for excellence in carrying out our duties and responsibilities.
- We demonstrate the highest standards of ethical behavior and personal integrity in order to promote and inspire trust among our customers and stakeholders.
- We are honored to serve the County of San Diego and we take our public service responsibility seriously.

Notes:

Programs and Practices



Code of Ethics

New Employee
Orientation



The Code of Ethics includes our Standards of Conduct and our General Principles, and is intended to guide and assist us in the actions we take and the decisions we make as public servants of the County of San Diego.

Ethics has always been and will always be important to the County of San Diego. Our commitment to it is written on our County seal “The noblest motive is the public good.”

Notes:

Programs and Practices



POSITIVE = **POSITIVE**
APPROACH **EXPERIENCE**

New Employee
Orientation



Working with our customers to provide excellent service is a top priority here at the County. Whether your customers are the residents of the county or coworkers from other departments, they expect your helpfulness, expertise, attention, respect and to be served in a timely manner. We commit to using a positive approach to provide customer with a positive experience. You might ask, how do we provide a positive experience? Well, we do it by having HEART.

Notes:
