



Alameda County General Services Agency

Employee Handbook



March 2020

General Services Agency Employee Handbook

Table of Contents

Topic	Page #
Purpose of Employee Handbook	1
Message from the Director	2
GSA Overview	3
Our Mission, Vision, and Values	3
GSA Strategic Goals 2018 - 2022	4
GSA Organizational Chart	5
Operations Division Overview	6
- Building Maintenance Department Overview	7
- Capital Programs Overview	8
- Logistics Services Overview	9
Administration Division Overview	10
Human Resources Department Overview	11
Policies, Procedures, and Guidelines	12
A. Abusive Conduct Prevention	12
B. Drug Free Workplace	12
C. Mail Services (internal)	12
D. Media Inquiries	12
E. Sexual Harassment Prevention	13
F. Smoking Ordinance	13
G. Telecommunications and Information Technology Systems	13
H. Telephone System	13
I. Vehicle Use Policy	13
J. Workplace Violence Prevention	14
Expectations	14
A. Probationary Period	14
B. Change of Name, Marital Status, Dependents	14
C. Conflict Resolution	15
D. Confidentiality	15

General Services Agency Employee Handbook

E. Dress and Uniform Standards	15
F. Disaster Service Worker	16
G. Employee Work Hours	16
1. Standard Work Day and Work Week	16
2. Rest Periods	16
3. Overtime	16
4. Change of Shift	16
H. Reporting/Call-in Procedures	16
I. Separations	17
J. Timekeeping and Paychecks	17
1. Timesheets	17
2. Salary Ordinance	17
3. Paychecks	17
Employee Benefits and Programs	18
A. Medical (Health and Dental) Insurance	18
B. ACERA	18
C. Employee Assistance Program (EAP)	18
D. Commuter Benefit Program	19
E. Holidays	19
1. County Holidays	19
2. Floating Holidays	19
3. Holiday Compensation	19
4. Eligibility for Holiday Pay	19
F. Leaves of Absence	20
1. Vacation Leave	20
2. Personal Leave	20
3. Sick Leave	21
4. Military Leave	21
5. Educational Leave	21
6. Leave for Jury Duty or in Answer to a Subpoena	21

General Services Agency Employee Handbook

7. Death in Immediate Family	21
8. Leave for Participating in Exam Process	22
9. Leave for Participating in Selection Process	22
10. Other Leaves	22
G. Employee Recognition and Rewards Program	22
Disability Programs	22
A. Worker's Compensation	22
B. Family Medical Leaves (FMLA and CFRA)	23
C. Pregnancy Disability Leave (PDL)	23
D. Reasonable Accommodation (RA)	23
E. Temporary Modified Work (TMW)	23
Performance Management	23
A. Coaching	23
B. Employee Development and Performance Assessment/Performance Evaluation	24
C. Employee Training and Development	24
D. Performance Improvement Plan (PIP)	24
E. Cause for Discipline	25
Safety	25
A. Injury and Illness Prevention Program (IIPP)	26
B. Emergency Action Plans	26
C. General Safety and Security Tips	26
Resources and Links	27

Revision History

Date	Section	Correction Made	By
May 2019	GSA Organizational Chart	Org Chart Update	S. Canalin
August 2019	BMD Overview	BMD Org Chart Update	S. Canalin
November 2019	-BMD Overview -Capital Programs Overview -Logistics Services Overview	Org Chart Updates	S. Canalin
November 2019	Expectations	Reporting/Call-in Procedure (eff. 11/18/19)	S. Canalin
January 2020	-Capital Programs Overview -Logistics Services Overview	Org Chart Updates	S. Canalin
March 2020	Resources and Links	Added link to GSA-HR website	S. Canalin

Purpose of the GSA Employee Handbook

The Alameda County General Services Agency (GSA) Employee Handbook has been developed to provide you with an overview of GSA, departmental policies, procedures, and expectations, and employee benefit programs. This handbook is not intended to be the sole source of information. Other sources of information include:

- Memoranda of Understanding (MOU): (<http://www.acgov.org/hrs/divisions/elr/mou.htm>)
- Administrative Codes: (https://library.municode.com/ca/alameda_county/codes/administrative_code?nodeId=ALCOCAADCO)
- Salary Ordinance (http://www.acgov.org/hrs/salary_ord/index.htm)
- Employee Benefits Center (<http://alcoweb/hrs/ebc/default.htm>)

This handbook is not a rule, regulation, or contract, and should not be construed as creating contractual obligations. GSA reserves the right to revise, amend, supplement, or rescind this handbook at any time at its sole and absolute discretion. GSA retains the right to make changes or to eliminate any benefit or conditions of employment contained within this document to ensure lawful conformity.



Message from the Director



Alameda County General Services Agency

"The People Behind the People"

Welcome to the General Services Agency (GSA) and congratulations on joining the team!

We are committed to the highest quality of service and customer satisfaction. Keep this as your goal as you excel with your work and you will be successful in this Agency.

GSA provides a host of diverse services throughout Alameda County. These services are provided through the successful coordination and collaboration of various departments and divisions within the Agency. We are united as one Agency, and the success of GSA is defined in our ability to consistently deliver optimal service and efficiency.

As an employee of GSA, you play a key role in the successful fulfillment of our mission, "To provide Alameda County with quality and innovative logistical support." Therefore, if you see something that needs attention or improvement, even if it is not in your area of responsibility, I highly encourage you to share your ideas and creativity. The reputation and effectiveness of our Agency depends on you.

I hope you find your employment in GSA challenging, rewarding, and fulfilling. Enjoy what you do and have fun!

Sincerely,

A handwritten signature in blue ink, appearing to read "Willie A. Hopkins, Jr.", with a large, stylized flourish extending to the right.

Willie A. Hopkins, Jr.
Director, General Services Agency

GSA Overview

GSA delivers a host of logistical support services to County agencies and partners from maintenance of facilities and County fleet to energy and environmental management services, capital project management, procurement services, and clean commute and recycling programs. The GSA Community strives not only to provide these services but to facilitate collaborative and innovative approaches in our efforts.

While the GSA Community largely focuses on support services for Alameda County departments and other public agencies, we are not so unlike other County agencies. Our work has a direct impact on our communities. We build structures that transform communities including libraries and youth centers, provide and offer opportunities for local businesses, and work towards ensuring that County work practices minimize the negative impacts to the environment. We take great pride in our work-from the GSA Community to the Alameda County Community and look forward to providing high-quality services.

GSA has an annual budget of \$161.1 million and approximately 420 employees working in one of the main departments/divisions listed below:

- Building Maintenance Department
- Capital Programs
- Early Care and Education
- Finance and Payroll
- Human Resources
- Information Systems
- Logistics Services
- Office of Sustainability
- Procurement
- Strategic Facilities and Capital Planning



We are unique from other County agencies in the diversity of classifications that exist, with more than 90 different classifications/positions Agency-wide. Our GSA employees are a community dedicated to the mission of providing high quality services that are timely, fiscally responsible, environmentally sustainable and convenient for our customers.

Our Mission, Vision, and Values

MISSION: To provide Alameda County with quality and innovative logistical support.

VISION: To be valued as a world-class provider of GSA services.

VALUES:

- Satisfying our customers
- Building productive relationships
- Behaving ethically and with integrity
- Leading by example
- Enhancing diversity and differences

GSA Strategic Goals 2018-2022

We are committed to aligning our Agency's leadership, goals, policies, and practices with our mission, vision, and values. The following 12 strategic goals for the upcoming years will serve as a roadmap to our success:

1. Deliver services to our customers that meets and/or exceeds their expectations.
2. Foster a culture of respect, teamwork, and collaboration.
3. Design a communication plan to engage, inform and receive feedback from our customers and stakeholders.
4. Take a proactive strategic and collaborative approach in recruiting qualified candidates and retaining top talent in our workforce.
5. Review and revise policies, procedures, and processes to streamline and enhance service delivery and ensure compliance.
6. Ensure our budgets include clear investments in advanced hardware and software in order to make real-time informed decisions.
7. Proactively invest in training and development for all levels of the organization to help employees achieve their full potential.
8. Review, revise, and communicate emergency preparedness and standards related to employee safety and infrastructure.
9. Provide accessible infrastructure that supports all modes of mobility.
10. Optimize the lifecycle of existing infrastructure through ongoing maintenance and preservation.
11. Implement smart infrastructure.
12. Promote the development of infrastructure that enables future technology.



GSA Organizational Chart



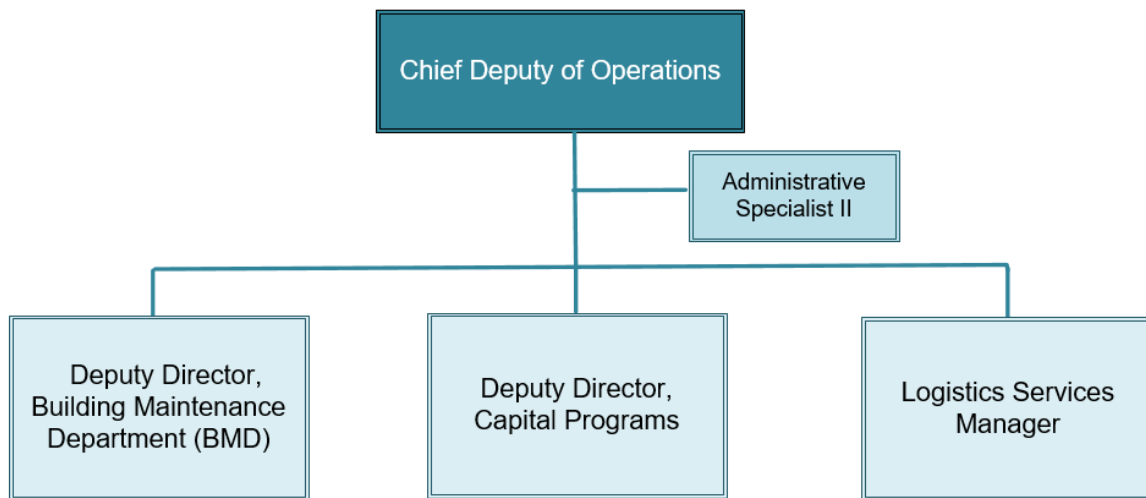
The GSA Director, Chief Deputy of Operations, Chief Deputy of Administration, Chief Human Resources Administrator, and Executive Programs Coordinator positions serve as members of the executive team. The **Chief Deputy of Operations** and **Chief Deputy of Administration** act as the principal assistants to the Agency Director. They have a lead role in strategic planning and in the development, implementation, and evaluation of GSA's goals, initiatives, and policies.

The **Chief Human Resources Administrator** ensures human resources programs, policies, and practices are: (1) in alignment with GSA's strategic plan, values, and initiatives, and (2) in accordance with federal and state laws, rules and regulations, and countywide policies and procedures.

The **Executive Programs Coordinator** provides professional-level administrative, operational and policy support to the GSA Director and executive team. This position assists with the Agency's strategic planning and key performance indicators, and participates in various committees and meetings representing the Agency.

The **Administrative Secretary** provides secretarial and administrative support to the GSA Director and coordinates administrative duties and special projects within the Agency and other County agencies/departments.

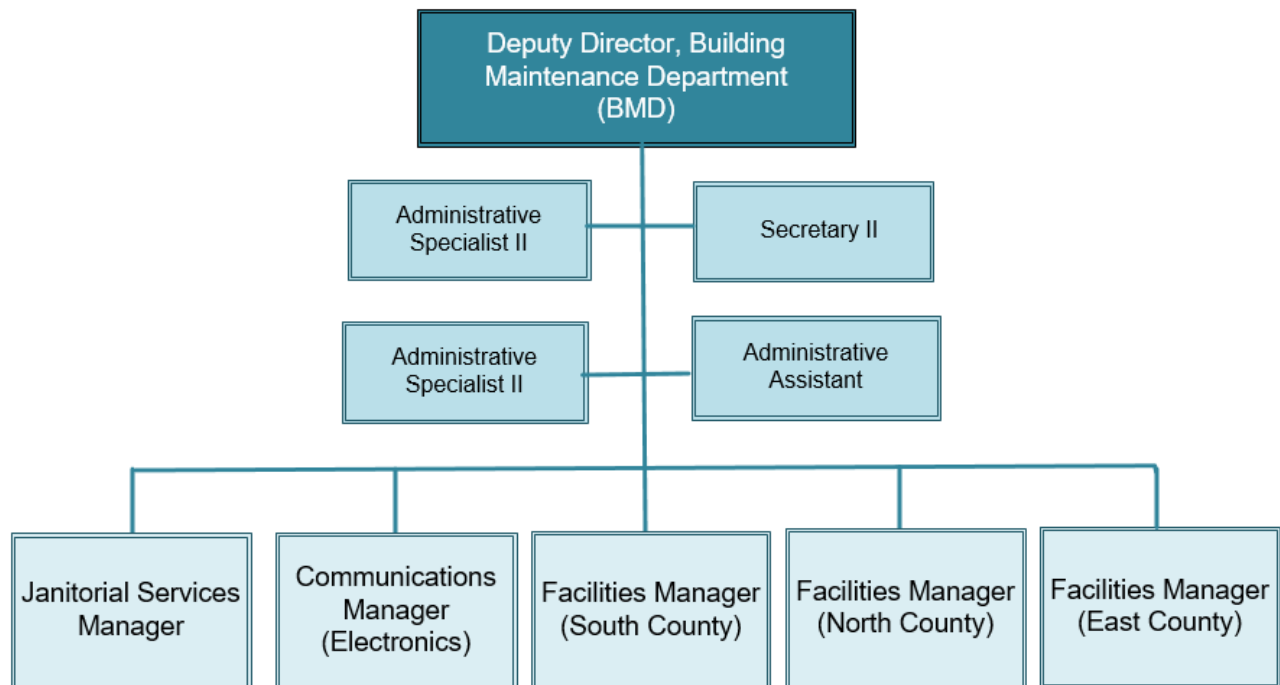
Operations Division Overview



GSA Operations consist of three main divisions: Building Maintenance Department (BMD), Capital Programs, and Logistics Services. The Deputy Directors of BMD and Capital Programs, and the Logistics Services Manager have administrative responsibilities over their respective operational division, including program management, budget, and supervisory oversight through supervising staff. These positions serve on the GSA Senior Management Team, ensure operational efficiency and effectiveness through the development and implementation of program goals, objectives, and policies, participate in strategic planning, and monitor key performance indicators for their respective operational areas.

The following pages will provide you with a brief overview of each operational division.

Building Maintenance Department (BMD) Overview



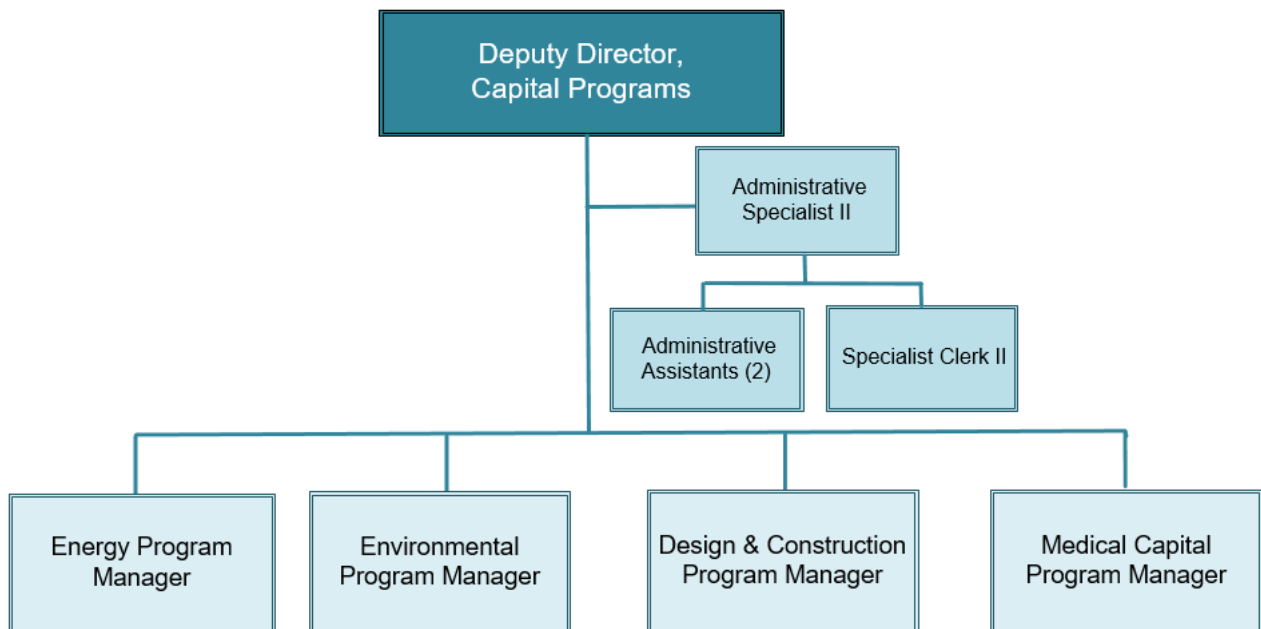
Building Maintenance Department (BMD) provides full maintenance, landscaping, and janitorial services for the County's 6.3 million square feet of owned buildings; provides safe and code-compliant work space for employees and the general public through quality building services to all County buildings; ensures building operation processes continue to prioritize environmental protection; and adopts best practices for disaster preparedness and build response capacity. The following services are provided by BMD:

Janitorial Services: Provides janitorial services to County facilities, including office cleaning, restroom cleaning, floor and carpet care, dusting, window washing and trash removal.

Electronics: Responsible for the installation, operation and maintenance of electronic equipment, cameras, microwaves and audio-video systems for County departments.

Facilities Management: Provides maintenance of building structures including roofing, floor, wall and ceiling finishes, carpet replacement, general painting, parking lot striping, repairs to doors, windows, building hardware, cabinets, general carpentry work, and issuance of building keys. Functions of the grounds section include maintenance of lawns, shrubs, trees, hedges, and ground cover; weed control and sweeping of adjacent walkways; and parking lot servicing.

Capital Programs Overview



Capital Programs is responsible for all capital improvements, capital project design and construction of County building and facilities, managing the County's utility budget and related energy and water projects; and providing hazardous materials management and environmental compliance services. Below is a description of the following programs in Capital Programs.

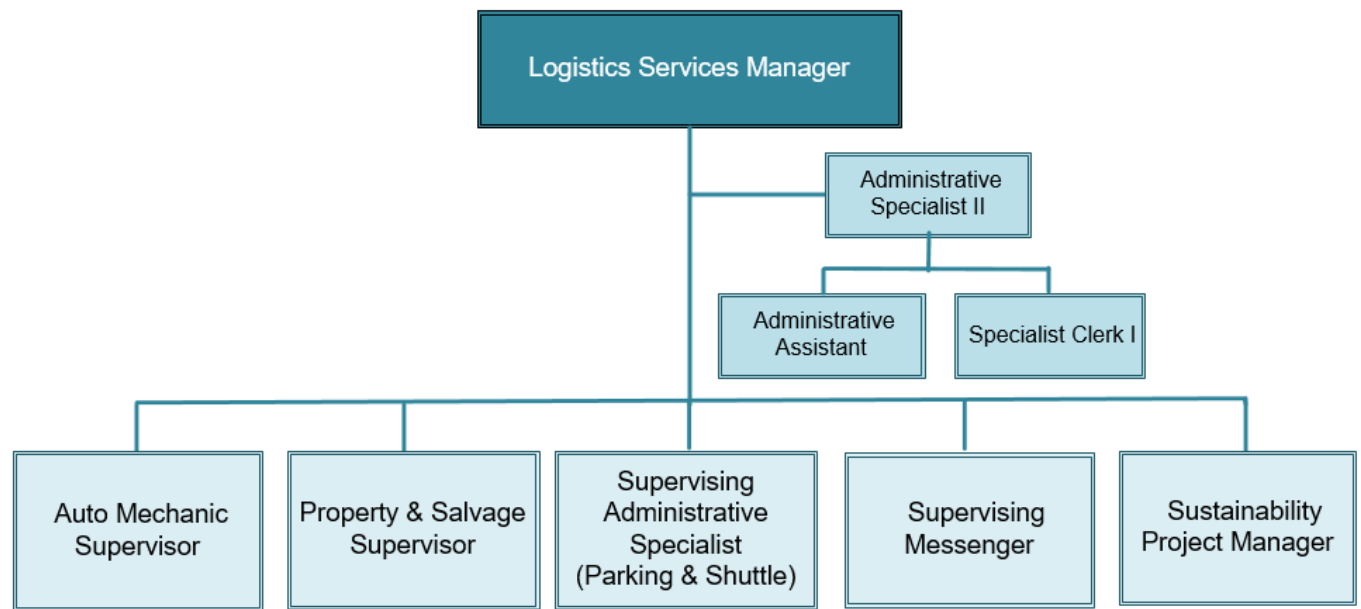
Energy Program: Provides energy management, fuel systems management, utility assessment and conservation for County buildings; ensures that County facilities are planned, constructed, operated and maintained in an energy-efficient and environmentally-sound manner consistent with employee productivity considerations, employee comfort, and health concerns, and in accord with sound engineering and economic practice.

Environmental Program: Provides environmental and hazardous materials management services for County facilities and indoor air quality services to protect County employees' health and safety by ensuring a healthy work environment. Services include asbestos management services, building inspection and sampling, abatement projects management, regulatory compliance, ventilation system reviews, incident evaluation, and response.

Design and Construction: Directly manages and implements new and existing building projects for County agencies. Is responsible for all capital improvements, provides sustainable programming, design and project management that is efficient, creative, and valuable to our clients.

Medical Capital Program: Responsible for the capital project planning, development, design, and construction of hospital and related health care facilities and projects.

Logistics Services Department Overview



Logistics Services oversees parking operational facilities and structures throughout Alameda County; administers various countywide programs, including the Clean Commute Program, Recycling Program, and Property and Salvage; and manages GSA's vehicle fleet and inter-departmental mail services.

Parking Facilities Operations: Manages employee and public parking facilities throughout the County, and shuttle bus routes in Hayward, Oakland, and San Leandro.

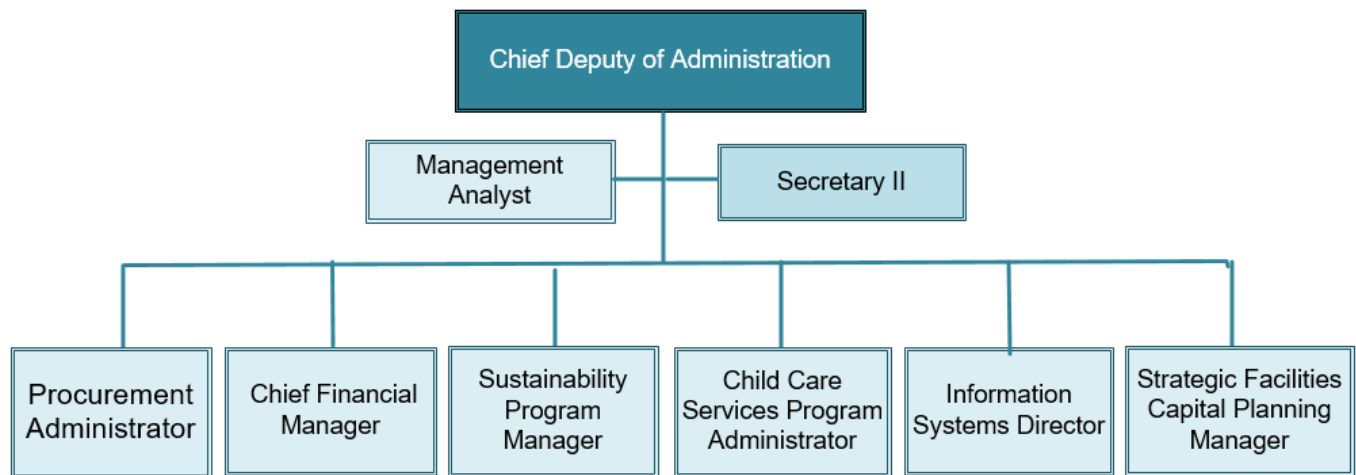
Sustainability Project: Manages the Clean Commute Program for the County, which includes carpool matching and shuttle services. The Sustainability Project staff also advances green fleet projects, such as electric vehicle infrastructure and pilot projects to test new clean fuel technology.

Property and Salvage: Responsible for the sale of property deemed surplus by the County; the redistribution of surplus equipment among County departments; the relocation of County departments; the assignment of inventory tags to County-owned capital equipment; administration of the countywide Recycling Program, and other surplus materials and equipment.

Auto Mechanics: Responsible for the repair and maintenance of the County's fleet of light and heavy automotive equipment owned and operated by GSA.

Messenger Services: Provides pick-up and delivery service of County mail and materials for County departments. Messenger vans are dispatched on regularly scheduled routes to agencies throughout Alameda County. This system is referred to as QIC (Quick Intra-County) Code.

Administration Division Overview



Procurement: Procurement provides County agencies/departments with uniform policies and procedures for contracting and procurement of goods and services. Procurement bridges the local business community to develop economic growth in the small, local business community and to promote diversity and ensure equal contracting opportunities within Alameda County.

Finance: Finance, comprised of Budget, Accounting and Payroll, provides support services for all GSA internal service, general fund, and capital programs.

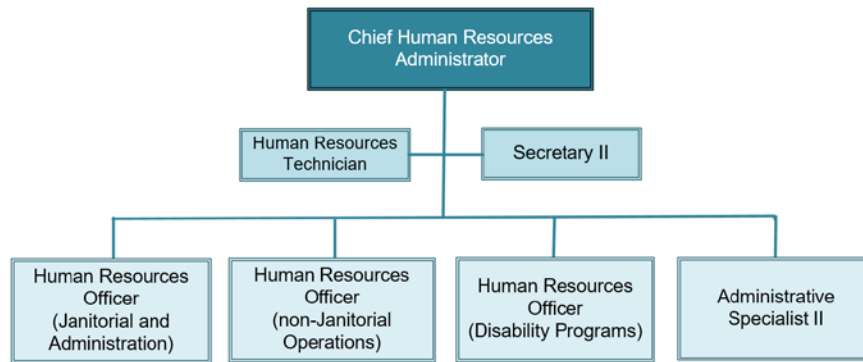
Office of Sustainability: The Office of Sustainability provides overall administration, development and management of all countywide sustainability programs including, but not limited to, environmentally preferable procurement, resource conservation, recycling, waste reduction, climate change, and green building.

Early Care and Education: The Early Care and Education (ECE) Program oversees the County's Early Learning Center; conducts child care feasibility studies in new, leased, or renovated County buildings; coordinates the ECE Planning Council; analyzes public policy; cultivates partnerships to strengthen ECE resources; and provides professional development training to employees of subsidized ECE programs throughout the County.

Strategic Facilities Capital Planning: The Strategic Facilities Capital Planning Unit researches and analyzes the effect of capital investments, including facility improvements and makes recommendations; and oversees the acquisition, disposal and leasing of real property for County purposes and the allocation of space to County departments.

Information Systems: Information Systems develops, evaluates and maintains GSA's information technology systems; evaluates existing and proposed information system policies, techniques, and procedures to assess and determine areas that would benefit from automation; provides user assistance for all assigned, proposed, and existing computer systems.

Human Resources Department Overview



GSA Human Resources Department provides high quality human resource services through collaboration, strategic partnership, and technology and ensures the programs listed below are in alignment with GSA's strategic plan, values, and initiatives. Furthermore, these programs are administered in accordance and compliance with federal and state laws, rules, and regulations.

Employee and Labor Relations: Maintain collaborative relationships between management, employees, and union organizations by providing consultation on contract and policy interpretation; employment laws, rules, and regulations; conflict resolution, and grievances; and represents the Agency in meet and confers, contract negotiations, and Civil Service Commission meetings.

Performance Management: Develop, implement, evaluate, and maintain a performance management system that supports GSA's mission, vision, goals, and initiatives, and motivates and guides employees toward greater self-development and improved performance.

Recruitment & Retention: Administer the recruitment of qualified candidates and the retention of top talent in our workforce through a proactive strategic and collaborative approach.

Classifications & Compensation: Analyze the Agency's classifications and organizational structure and make recommendations to meet operational needs and maximize resources; maintain fair and equitable salaries; and conduct salary surveys and make recommendations.

Disability Programs: Administer disability laws and leaves, including Family and Medical Leave Act, California's Family Rights Act, Pregnancy Disability Leave, Workers' Compensation, Temporary Modified Work, and Reasonable Accommodations.

Training and Development: Develop, implement, and maintain a Training and Development Program for all levels of the organization to help employees achieve their full potential and establish a workplace culture of continuous development and improvement. Manage and coordinate Succession Planning to increase leadership and key position continuity.

Workforce Diversity: Promote and foster a diverse and respectful workforce through awareness, recruitment strategies, and related programs; conduct fact-finding investigations in respond to complaints filed and prepare findings and recommendations.

Compliance: Maintain a system to ensure the Agency is in compliance with required licenses, certifications, trainings, and other related requirements.

Employee Recognition and Rewards Program: Design, implement, and evaluate a fair and meaningful Employee Recognition and Rewards Program (ERRP) that recognizes and rewards employees for their outstanding work behaviors, performance, and contributions to GSA.

Policies, Procedures, and Guidelines

A. **Abusive Conduct Prevention**

Alameda County is committed to providing a work environment free from abusive conduct and where all employees are treated with courtesy and mutual respect. The County will take appropriate corrective actions, up to and including formal discipline, when employees engage in abusive workplace conduct, as defined in this policy.

Abusive conduct is defined as the “conduct of an employer or employee in the workplace, with malice, that a reasonable person would find hostile, offensive, and unrelated to an employer’s legitimate business interests. Abusive conduct may include:

- repeated infliction of verbal abuse, such as the use of derogatory remarks, insults and epithets,
- verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or
- the gratuitous sabotage or undermining of a person’s work performance.

A single act shall not constitute abusive conduct, unless especially severe and egregious.”

The Abusive Conduct Prevention Policy is located here: <I:\GSA\New Employee Orientation and Handbook\Policies Signed During On-Boarding\Abusive Conduct Prevention Policy.pdf>.

B. **Drug-Free Workplace**

In conformance with the Drug-Free Workplace Act of 1988, the County of Alameda is committed to the maintenance of a drug-free workplace. All persons covered by this policy are reminded that the unlawful manufacture, distribution, dispensation, possession and/or use of controlled substances in the workplace is prohibited. Controlled substances are those defined in the 21 United States Code Section 812 and include, but are not limited to, such substances as marijuana, heroin, cocaine and amphetamines.

Also in conformance with the Alameda County Civil Service Rule 2104: Causes for Disciplinary Action, drunkenness on the job, or the abuse of alcohol at the workplace, may constitute a cause or reason for disciplinary action.

The Drug-Free Workplace policy is located here:

<I:\GSA\New Employee Orientation and Handbook\Policies Signed During On-Boarding\Drug-Free Workplace Policy.pdf>

C. **Mail Service (Internal)**

The Alameda County messenger service is a department within GSA and delivers County mail and materials for County departments. An address coding system, commonly known as "QIC" (Quick Intra-County), and several sizes of standardized mailing envelopes are used to facilitate accuracy and volume handling capabilities. See your supervisor for your department’s QIC code and mailing process.

D. **Media Inquiries**

All inquiries from the media must be referred to the GSA Director, Chief Deputy of Operations, or Chief Deputy of Administration, preferably through your immediate supervisor. If needed, take the caller’s name and number and tell them their call will be returned.

E. Sexual Harassment Prevention Policy

It is the policy of the County that sexual harassment is unacceptable employee conduct and will not be condoned or tolerated. Sexual harassment is an unlawful employment practice prohibited by both State and Federal law. It debilitates morale and interferes in the work productivity of its victims and their co-workers. All employees must be allowed to work in an environment free from unsolicited and unwelcome sexual overtures.

Sexual harassment is deliberate or repeated unsolicited verbal comments, gestures or physical contact of a sexual nature, which are unwelcome.

Any employee who participates in deliberate or repeated unsolicited verbal comments, gestures, or physical contact of a sexual nature, which are unwelcome is also engaging in sexual harassment. County officials and employees who violate this policy may be subjected to firm disciplinary action up to and including dismissal.

The Sexual Harassment Prevention Policy is signed during the on-boarding process and can be accessed here for reference: <I:\GSA\New Employee Orientation and Handbook\Policies Signed During On-Boarding\Sexual Harassment Policy.doc>

E. Smoking Ordinance

Smoking is prohibited in all enclosed facilities which the County of Alameda owns and/or operates, including, but not limited to, work areas, employee lounges, conference rooms, employee cafeterias, private enclosed spaces and offices, and vehicles.

The Smoking Ordinance is signed at the on-boarding process and can be accessed here for reference: <I:\GSA\New Employee Orientation and Handbook\Policies Signed During On-Boarding\Smoking Ordinance.doc>

F. Telecommunications and Information Technology Systems (Computer Use Policy)

County-owned and leased equipment (phones, computer, software, data, telecommunications devices, etc.) shall be used to conduct County business only, except in cases of emergencies where family, health or safety would be best served through the use of the system. If you are unsure of what is appropriate, please check with your immediate supervisor or Human Resources Officer.

Employees who violate the Telecommunications and Information Technology Systems Policy may be subject to disciplinary action, up to including termination of employment. Employees may be held liable for any cost incurred as a result of misuse.

The Telecommunications and Information Technology Systems Policy is signed during the on-boarding process and can be accessed here for reference: <I:\GSA\New Employee Orientation and Handbook\Policies Signed During On-Boarding\Telecommunications and Information Technology Systems Policy.pdf>

G. Telephone System

The Alameda County telephone system or "tie-line" allows interoffice telephone contact in a cost-effective way that reduces toll or message unit charges. Employees are to use the "tie-line" system when calling from one County office to another. Refer to this link for further information regarding the use of the County telephone system: http://alcoweb/itd/phone_book/user/info.htm.

H. Vehicle Use Policy

County-owned motor vehicles shall be used only in the conduct of County business. Smoking is prohibited, and safety belts shall be worn in County-owned vehicles. It is the driver's responsibility to ascertain that the County vehicle is in a safe, operating condition before starting out (e.g., checking the horn, lights, tires and brakes). Employees using County-owned motor vehicles for anything other than County business may be subject to disciplinary action, up to and

including termination, as well as being liable for the cost of the misuse. Supervisors who allow, direct or authorize an employee to misuse a County vehicle may also be subject to disciplinary action, up to and including termination.

Only employees that possess a valid Department of Motor Vehicles driver's license may operate a County-owned vehicle. For more information and to request authorization to operate a County vehicle, refer to the Vehicle Use Policy, located here:

<http://dsmain.acgov.org/docushare/dsweb/Get/Document-22250/VehicleUsePolicy.pdf>.

I. Workplace Violence Prevention

The County takes the issue of workplace violence very seriously. For this reason, conduct which is prohibited includes, but is not limited to violence, direct or indirect threats of violence, intimidation, physical fighting or unauthorized use or possession of weapons. It is critical that any incident of violence or threat of violence is reported and not ignored. For this reason, the County requires employees to report such incidents.

The first obligation of County employees is to assist in maintaining a secure and safe workplace by adhering to the Workplace Violence Prevention Policy. In the event of an incident or violation of the Workplace Violence Prevention Policy, employees are advised to adhere to the following priorities, if possible.

- Get help in securing the environment and obtain medical aid for any victims.
- Dial 911 (or on County tie-line, dial 9-911) for local police and/or the Sheriff's Department; or call private security, if on site. Request paramedics or ambulance services, if needed.
- Follow police/sheriff/security instructions and directions for personal safety and for securing the work environment.
- Notify the immediate supervisor or the manager designated for this purpose.

The Workplace Violence Prevention Policy is signed during the on-boarding process and can be accessed here for reference: <I:\GSA\New Employee Orientation and Handbook\Policies Signed During On-Boarding\Workplace Violence Prevention Policy.pdf>.

Expectations

A. Probationary Period

In general, all new, promoted, or reinstated employees serve a probationary period of six months for non-management employees and twelve months for management employees (six months if County tenure was previously attained). The probationary period is part of the examination process. This period allows you time to learn the duties of your job and gives your supervisor an opportunity to observe your performance, behavior, and attendance. If any of these areas are unsatisfactory, an employee may be discharged. An employee who satisfactorily completes the probationary period shall be considered to have tenure in that particular class.

B. Change of Name, Marital Status, Dependents

Employees must report in writing any change of name, address, telephone number, marital status, medical alert, or persons to notify in an emergency as soon as such change takes place. Emergency Contact and Change of Address forms are located at:

<I:\GSA\FORMS\Employee Personnel Changes>

Employees and dependents must be enrolled within 30 days of benefit eligibility. To change beneficiaries and for more information refer to the Employees Benefits Center. <http://alcoweb/hrs/ebc/default.htm>.

Alameda County Employee Benefits Center
1405 Lakeside Drive
Oakland, CA 94612
Phone: (510) 891-8991
Fax: (510) 891-8976

C. Conflict Resolution

Conflict, arguments, and change are natural parts of our personal lives, and our lives as employees. Conflict resolution is a way for two or more parties to find a peaceful solution to a disagreement. When a dispute arises, it is important to resolve the conflict at the lowest possible level before it escalates, and to find a solution quickly.

It's also important to recognize the negative impact of gossip in the workplace. Learning to avoid workplace gossip and the resulting negativity is vital to focusing on your work and being more productive. GSA values an environment of respect and integrity among all employees.

D. Confidentiality

GSA employees, because of the nature of their assigned duties, may often have access to secure areas or confidential files or information. Additionally, select classifications who provide service to the Alameda County Sheriff's Office, may have access to confidential criminal records, Department of Motor Vehicle records, or other criminal justice information, much of which is controlled by statute. All access to California Law Enforcement Telecommunications System (CLETS) related information is based on the need-to-know and the right-to-know. Misuse of such information may adversely affect an individual(s) civil rights, and violates the law and/or CLETS policy, as well as Alameda County Sheriff's Office General Order #6.90. Any abuse, including but not limited to willful intent to secure confidential information, or communication of confidential information to unauthorized persons may result in disciplinary action, up to and including termination.

E. Dress and Uniform Standards

The image of the General Services Agency is impacted by the appearance and conduct of its employees. All employees are to maintain a professional and businesslike appearance and dress appropriately for their work environment (e.g. office, shop, outdoors, etc.). Also, identification badges are issued to all GSA employees and must be worn.

For employees working in an office setting, appropriate dress, including footwear, must be clean and in harmony with generally accepted standards of professional attire. If any work location allows "business casual" on Fridays, attire must be appropriate for a business environment. When attending a business meeting, clothing is to be appropriate and professional. If a manager determines attire is unacceptable for the workplace, employees will be sent home on their own time to change into appropriate clothing.

For those employees required to wear a uniform during work hours, the following guidelines apply:

1. Employees are to be in clean uniforms, ready to begin work at the start of their shift and remain in uniform until the close of their assigned shift.
2. Uniforms should not be ill-fitting; not too big, too tight, too long nor too short.

3. Uniforms must be worn in a manner that clearly identifies the wearer as an employee of the Alameda County General Services Agency. Sweaters or jackets worn over shirts must not cover the shirt collar and should be removed when indoors.
4. Uniforms and appropriate footwear must not impede movement or cause tripping, stumbling or other safety hazards.
5. Shirts must be worn buttoned and tucked inside the waistband of pants. Smocks, if allowed as an option to shirts, are designed to be worn outside the pants; i.e., not tucked in.
6. Undergarments are not to be visible.

Employees who do not follow the uniform regulations will be sent home on their own time to change into appropriate and acceptable uniform clothing.

F. Disaster Service Worker

Under California State Statutes, California Code Section 3100-3109, all public employees, are declared to be “disaster service workers”, subject to such disaster activities which may be assigned to them by their superiors or by the law. As County employees, it is our duty to serve and help the public respond to and recover from any emergency or disaster that impacts Alameda County. For further information, please refer to the Disaster Service Worker handout: <I:\GSA\New Employee Orientation and Handbook\AC Disaster Services Worker Handout.pdf>.

In the case of a disaster, first ensure the safety of your family, and then follow any reporting instructions provided on the GSA Emergency Information Line 510-272-6790, or tie-line 26790.

G. Employee Work Hours

1. Standard Work Day and Work Week

The standard workday is either 7½ or 8 hours and the standard workweek is either 37½ or 40 hours, as defined in the respective MOU (Memorandum of Understanding). Management positions shall have a 40-hour workweek. Your work schedule will be determined by your immediate supervisor. All employees are expected to report to work on-time as scheduled and to maintain good attendance.

2. Rest Periods

Employees are entitled to a 15-minute rest period during each work period of more than three hours duration. The rest period may not be taken in the first or last hour of the workday. Meal periods are usually of a half-hour or one hour duration. Check with your supervisor for the time and duration of your meal period.

3. Overtime

The Agency's policy is to keep overtime to a minimum. Overtime is ordinarily permitted only in job-related emergencies and must have prior department head approval. When overtime is approved, it is the Agency's practice to grant payment, not compensatory time, to eligible employees in accordance with their respective MOUs.

4. Change of Shift

The Agency policy is that, except in emergency situations, employees shall be given 10 days advance notice prior to a change in shift; and for SEIU represented employees, change of work location. Refer to your respective MOU: <http://www.acgov.org/hrs/divisions/elr/mou.htm>

H. Reporting/Call-in Procedure

Janitorial Services:

Each employee has the responsibility of speaking directly to his/her immediate supervisor to report any absence on a daily basis (unless specifically excused from this requirement by their supervisor). If the immediate supervisor is not available, report the absence to the supervisor's

supervisor or other lead staff person designated to act in the supervisor's absence. Voicemail messages are not acceptable as a method to report off.

Janitors assigned to the 5:00 a.m. to 1:00 p.m. shift are responsible for telephoning their supervisor between 4:30 a.m. and 4:45 a.m. to report any absence. Those assigned to the 11:00 a.m. to 7:00 p.m. shift are responsible for telephoning their supervisor between 10:30 a.m. and 10:45 a.m.

Janitors assigned shifts other than those described above must call in between 4:30 a.m. and 1:00 p.m. in order to speak directly to their supervisor. Try to allow as much advance notice as possible so the supervisor can arrange for adequate coverage.

Non-Janitorial Services:

Each employee has the responsibility of speaking directly to his/her immediate supervisor to report any absence on a daily basis (unless specifically excused from this requirement by their supervisor). Each employee will be personally responsible for reporting each absence due to illness to the supervisor no later than one-half hour after the employee would normally report to work.

I. Separation

To ensure timely communication and process of employment separation, a minimum **two-week notice** to the immediate supervisor is highly recommended. For retirement, a **60-day notice** to ACERA is recommended. Employees are to complete and submit the GSA Employment Separation Notice (ESN) form to the immediate supervisor who will submit to the Chief Human Resources Administrator through the next-level supervisor. The ESN form and separation procedures are located at: I:\GSA\FORMS\Resignations_Separations

J. Timekeeping and Paychecks

1. Timesheets

Employees are responsible for recording their own time on-line. The employee's supervisor approves the timesheet and it is submitted electronically.

2. Salary Ordinance

Each fiscal year the Board of Supervisors determines the salaries and wages for each classification within the County. The County Personnel and Labor Relations Department publishes a Salary Ordinance which reflects these salaries and wages. Access the Salary Ordinance at: http://www.acgov.org/hrs/salary_ord/index.htm.

3. Paychecks

Employees are paid on a biweekly basis. The payroll period covers two calendar weeks from 12:01 a.m., Sunday, to Midnight, Saturday of the second week. Payday is on the last Friday of each pay-period and checks are released to employees on Friday morning. The only exception to this is for shift workers who may be paid upon completion of their shift at midnight Thursday. (In these instances, the checks **must not** be cashed before Friday.)

Physical checks are distributed on payday. If you plan to take off on payday you may give written authorization to have your check picked up by someone other than yourself. You can also make arrangements with payroll to have your check mailed to your home address (which is mailed in sufficient time to be received on payday).

Employees are encouraged to participate in direct deposit. Paychecks are then directly deposited into an employee's checking account, and pay stubs can be accessed any time online through HRMS. To request direct deposit or access your pay stubs, log on to HRMS <http://hrms.acgov.org/>.

There is a two-week delay in the payroll system. For a new employee who normally starts working the first Monday of a pay-period, the first paycheck will come four weeks later on payday (or not until the completion of two pay-periods).

For any absence, including a fraction of the day, either complete a leave request form or confirm with your supervisor if there is an on-line method.

If there is a problem with a paycheck (e.g., under/over pay, loss of paycheck, etc.) contact your payroll clerk immediately.

All deductions are itemized on your employee paycheck. Mandatory deductions are those that are either required by State or Federal law or are required as a condition of employment. Voluntary deductions are not required by law or as a condition of employment. Examples of voluntary deductions that employees may elect to have include Combined Charities Campaign donations, Health Insurance, Deferred Compensation, and Long Term Disability.

Employee Benefits and Programs

A. Medical (Health and Dental) Insurance

Alameda County offers a generous Health and Dental Plan package for employees. These plans are explained in detail at the County New Employee Orientation and in the benefits handbook, available on the Employee Benefits Center (EBC) website: <http://alcoweb/hrs/ebc/default.htm>

Any revisions to your medical plan must be made within 30 days of a qualifying event, including adding new dependents; otherwise, changes can be made during open enrollment. Eligibility forms and evidence of insurance forms are available at the EBC website: http://alcoweb.acgov.org/hrs/ebc/handbook_forms/forms.htm.

B. Alameda County Employees' Retirement Association (ACERA)

The Alameda County Employees' Retirement Association (ACERA) is the retirement pension plan for public employees in Alameda County, California who work for some of the County's public employers. ACERA was established in 1948 by the Alameda County Board of Supervisors to provide retirement, disability, and death benefits to Alameda County and member district employees.

The ACERA retirement plan provides lifetime benefits to members of the retirement system who meet the minimum age and length-of-service requirements or are eligible for disability retirement. The plan is a significant and fundamental part of the comprehensive benefits package that participating employers offer to eligible employees.

For more information, contact ACERA at 475 14th Street, Suite 1000, Oakland, CA 94612, 510-628-3000, or their website: www.acera.org.

C. Employee Assistance Program (EAP)

Personal concerns can have a big impact on your work performance and overall daily activities. The EAP helps individuals resolve personal issues before they become more serious and difficult to manage. Claremont Behavioral Services is a firm of selected professionals who can help you with life's challenges. You will be referred to a conveniently located counselor or resource with expertise in your area of concern. Claremont recognizes your need for prompt, helpful assistance. The EAP is a confidential service. Claremont understands the importance of maintaining your privacy. Your involvement with Claremont is afforded the maximum confidentiality permitted under the law. Some of the benefits offered to eligible employees and their family members include counseling, legal consultation, financial services, school/college assistance, elder/adult/child care, and online services.

If personal problems are affecting work performance, the supervisor may recommend a formal referral to the EAP. In these situations the content of the counseling sessions remains

confidential. No confidential information regarding the nature of the employee problem will be released. However, if the employee chooses to sign a consent form, the provider will advise the Agency's Human Resources Officer of the following basic information: attendance, assessment (was a problem identified for which counseling could be of assistance - NOT THE SPECIFIC NATURE OF THE PROBLEM), corrective plan of action and employee concurrence. For more information, refer to the County EAP website:

http://alcoweb.acgov.org/hrs/ebc/other_ee_benefits/eap.htm.

D. Commuter Benefit Program

The Commuter Benefit Program will help you save money on your commuting costs. Your employer has selected the Commuter Check Direct solution that provides you with simple online ordering and electronic fulfillment for use in commuting to work. For further details, including eligibility and enrollment, refer to this link:

http://alcoweb.acgov.org/hrs/ebc/other_ee_benefits/commuter_benefit.htm.

E. Holidays

1. County Holidays are defined as:

- * January 1 - New Year's Day
- * Third Monday in January - Martin Luther King Jr.'s Birthday
- * February 12 - Lincoln's Birthday
- * Third Monday in February - Washington's Birthday
- * Last Monday in May - Memorial Day
- * July 4 - Independence Day
- * First Monday in September - Labor Day
- * November 11 - Veterans' Day
- * Fourth Thursday in November - Thanksgiving
- * Day after Thanksgiving
- * December 25 - Christmas

Generally, full-time employees are eligible for 11 holidays. For specific information, refer to your respective MOU or the Alameda County Administrative Code.

<http://www.acgov.org/hrs/divisions/elr/mou.htm>.

2. Floating Holidays

Floating Holidays are to be scheduled by mutual agreement of the employee and their Supervisor or Department Head and taken within the calendar year. Employees hired before July 1st of a given year will be entitled to Floating Holidays. Employees hired on or after July 1st of a given year will not be entitled to any Floating Holidays for that year.

Generally, employees are entitled to four Floating Holidays, and if they are not used by the end of the calendar year, you lose them. Refer to your respective MOU for specific information: <http://www.acgov.org/hrs/divisions/elr/mou.htm>.

3. Holiday Compensation

Holiday compensation will be provided to the employees pursuant to the respective MOU. If an employee works longer than the normal workweek by virtue of having worked a holiday, the employee will be compensated as provided in the respective MOU. Please note that holidays may be pro-rated when employees work less than full time.

4. Eligibility for Holiday Pay

To be eligible for holiday pay, an employee must be on paid status the workday before and the workday after the holiday. The holiday is prorated if the employee has any leave without pay (LWO) during the pay-period.

F. Leaves of Absence

There are a variety of leaves of absence to which an employee may be entitled. The following is a description of the leave types and the GSA guidelines regarding the granting of such leaves. Employees are to request time off as directed by their supervisor. Requests must be approved by the appropriate authority as stated in the applicable section. Absences due to illness or injury should be reported according to your supervisor's instructions. Included in this section are the more common Leaves of Absence.

A leave **of absence without pay** (LWO) may be granted by the Department Head upon the request of the employee seeking such leave, but such leave shall not be for longer than nine months.

1. Vacation Leave

Employees in the service of the County shall accrue vacation as specified in the MOU. Vacation pay shall be granted only for those days or fractions thereof on which employees would have been regularly scheduled to work and would have worked but for the vacation period. Vacation accrual shall be prorated each pay-period based upon a proration of the hours worked within that pay-period to the normal full-time pay-period for the job classification.

Refer to your MOU at <http://www.acgov.org/hrs/divisions/elr/mou.htm> or the Employee Benefits Center at http://alcoweb.acgov.org/hrs/ebc/time_off/default.htm for specific information about Vacation Leave, including, but not limited to:

- Accrual Rates
- Vacation Purchase Options
- Cash Payment in Lieu of Vacation Pay
- Maximum Vacation Leave
- When Vacation Leave May be Taken
- Vacation Sellback

a) Date When Vacation Credit Starts

Vacation credit shall begin on the first day of employment.

b) When First Vacation is Due

Employees are eligible for vacation only after the completion of at least the equivalent of 130 full time working days or the equivalent of 13 full time pay-periods of employment, except as provided by Personal Leave.

c) Rate of Vacation Pay

Compensation during vacation shall be at the rate of compensation which such person would have been entitled to receive, including premium pay, if in active service during such vacation period.

d) Vacation Transfer

Up to five vacation days may be transferred between married county employees or domestic partners (eligibility is limited to an employee who has previously filed an *Affidavit of Domestic Partnership*) for the purpose of maternity, paternity or adoptive leave.

2. Personal Leave

An employee shall be allowed two days in any calendar year from his/her regular vacation allowance for personal leave. Such requests shall not be denied except for reasons critical to the operation of his/her department. Personal leave shall be in segments of one hour or more.

3. Sick Leave

The sick leave accrual program is designed to benefit employees and provide income protection for them when they are ill or injured and unable to perform the duties of their job. Accordingly, one half-day sick leave is accrued each pay-period for full-time employees. Alameda County has a primary obligation to the residents of the County to provide cost effective services. The General Services Agency is dependent on each employee to help provide this service. If an employee's sick leave usage appears questionable or excessive, appropriate medical verification may be required of the employee to substantiate the absence. Unauthorized and excessive absenteeism may be grounds for disciplinary action, up to and including termination.

Refer to your MOU at: <http://www.acgov.org/hrs/divisions/elr/mou.htm> for additional information about Sick Leave.

For call-in and reporting information, see page 16.

4. Military Leave

Employees shall be entitled to military leaves of absence as specified in the California Military and Veterans Code. If such employee has been in the service of the County for at least one year prior to the date the absence begins, such employee shall be entitled to receive pay for up to one month at the rate he/she would have received for service to the County had such employee not been on military leave. Time spent on military leave shall be included in determining eligibility to occupy a classification based upon length of service.

5. Educational Leave

A leave of absence without pay may be granted by the Department Head upon the request of the employee seeking such leave for the purpose of education, but no one such leave of absence shall exceed a period of one year.

6. Leave for Jury Duty or in Answer to a Subpoena

Sufficient paid leave shall be granted to permit an employee to travel between the work place and the court, while serving on jury duty or answering to a subpoena as a witness. Compensation for any employee regularly scheduled to work less than the normal work week for the job classification shall be prorated within a pay-period in which leave is granted.

When an employee is excused (from jury duty or answering a subpoena as a witness) in time to report for at least one-half his/her regularly scheduled shift, the employee shall report to duty and jury duty pay under this section shall be reduced accordingly.

Refer to your MOU at: <http://www.acgov.org/hrs/divisions/elr/mou.htm>

7. Death in Immediate Family

Leave of absence with pay up to five (5) days may be granted because of death in the immediate family. Entitlement to leave of absence under this section shall be only for those days the employee would have been scheduled to work, and in addition to any other entitlement for sick leave, emergency leave, or any other leave. For purposes of this section "immediate family" means mother, stepmother, mother-in-law, father, stepfather, father-in-law, husband, wife, domestic partner (eligibility is limited to an employee who has previously filed an *Affidavit of Domestic Partnership*), son, stepson, daughter, stepdaughter, brother, sister, grandparents, grandchildren, foster parent, foster child, or any other person sharing the relationship of parental guardian; and, when living in the household of the employee, brother-in-law, sister-in-law.

8. Leave for Participating in Examination Process

Upon 48 hours advance notice by the employee to his/her supervisor, an employee shall be granted paid leave while participating in an Alameda County examination, which is scheduled during the employee's working hours. Sufficient paid leave shall be granted to permit the employee to travel between the work place and the testing site. Examinations for jurisdictions other than the County of Alameda are exempted from this provision.

9. Leave for Participating in Selection Process

Upon 24 hours advance notice by the employee to his/her supervisor, an employee who has received a certification for an Alameda County employment interview shall be granted paid leave while participating in the interview scheduled during the employee's working hours. Sufficient paid leave shall be granted to permit the employee to travel between the work place and the site of the interview. Interviews for jurisdictions other than the County of Alameda are exempted from this provision.

10. Other Leaves

Please refer to your MOU at <http://www.acgov.org/hrs/divisions/elr/mou.htm> for information about other Leaves of Absence including:

- Emergency Leave – (Sickness in Immediate Family)
- Catastrophic Sick Leave Program
- Family Partnership Act (Leave for School Visits)
- Leave When Lent to Other Governmental Agency or Governmental Institution
- Leave of Absence to Accept Appointment to the Unclassified Service
- Leave of Absence to Accept Appointment to Another Position in the Classified Service
- Leave for Assignment to Special Project
- Leave to Participate in County Retirement Planning Sessions

G. Employee Recognition and Rewards Program

The Employee Recognition and Rewards Program (ERRP) recognizes and rewards employees for their behaviors and work that support our Agency's mission, values, initiatives, and goals. This is accomplished through formal events and awards, as well as daily acknowledgments. The objective of GSA's Recognition and Rewards Program is to help create a positive work environment, increase employee performance, engage employees, and improve employee retention and morale.

GSA has two key formal recognition programs:

1. Star Award- an annual award presented to up to three employees or teams each year who demonstrate *consistent* excellent performance, GSA's mission, vision and values, and have made a significant contribution to the Agency or our customers. Anyone can nominate an employee or team for this award. The nominations are reviewed by an evaluation committee primarily consisting of GSA employees. The final awards are presented at the annual Employee Appreciation Event.
2. Spot Award – recognizes employees in a more immediate manner for their outstanding contribution to the Agency. Anyone can recommend an employee for this award, and it is presented to the employee by the Agency Director.

Disability Programs

A. Workers' Compensation (WC)

GSA employees who experience an injury or illness on the job, which resulted from the workplace, may be entitled to workers' compensation benefits.

1. Reporting Procedure

All on-the-job injury must be reported to your supervisor immediately. You and your supervisor will need to complete the Workers' Compensation forms. Additional information and forms can be obtained from your supervisor and are located in the "I" Drive under: <I:\GSA\FORMS\Workers Compensation>.

B. Family Medical Leaves (FMLA and CFRA)

Family Medical Leaves (Family Medical Leave Act/California Family Rights Act) provide eligible employees with up to 12 weeks of job-protected unpaid leave in a 12-month period for the following qualifying events; (1) serious health condition; (2) need to care for a family member with a serious health condition; (3) disability due to pregnancy, childbirth, or related medical condition, and/or; (4) need to bond/care for a newborn adoptive/foster child.

Additionally, the Family Medical Leave Act provides special provisions for military family leave. For more information, please refer to the following: <http://www.acgov.org/hrs/divisions/dp/>.

C. Pregnancy Disability Leave (PDL)

County employees are eligible for up to 4 months (17 1/3 weeks) of unpaid, job-protected leave within a 12-month period for employee's pregnancy, childbirth, or related medical conditions. You are also entitled to continuation of group health insurance benefits and to transfer to a less strenuous or hazardous position or duties, if medically advisable, as a reasonable accommodation.

D. Reasonable Accommodation (RA)

The Reasonable Accommodation (RA) Policy provides a workplace free of discrimination on the basis of physical disability, mental disability and medical condition. Reasonable Accommodation is provided to individuals who have a known qualifying medical condition, physical disability, or mental disability where accommodation is needed to enable an individual to perform the essential functions of their job.

The Agency's Disability Coordinator is responsible for providing the RA Policies and Procedures to eligible employees, and to engage in the RA process with the employee.

For more information, refer to the following website:
<http://www.acgov.org/hrs/divisions/dp/reasonable.htm>.

E. Temporary Modified Work (TMW)

The purpose of Temporary Modified Work (TMW) is to enable employees to return to work while receiving treatment during their recovery process, and provide a safe bridge for employees to return to their regular job assignment. This provides an opportunity for an early intervention and transition period. Medical documentation is needed to evaluate the restrictions and consider how duties or job assignment can be modified. Temporary Modified Work assignments are not to exceed more than 90 calendar days per injury/illness.

For more information, refer to the following website:
<http://www.acgov.org/hrs/divisions/dp/temporary.htm>

Performance Management

A. Coaching

Coaching is a form of development in which your supervisor supports you in achieving specific personal or professional goals by providing training and guidance. Coaching sessions can be formal or informal, and focus on specific tasks or objectives. The benefits of coaching include:

- A culture of continuous learning and improvement
- Higher levels of team performance
- Higher effectiveness and efficiency
- Higher motivation and job satisfaction
- Greater flexibility and adaptability to change
- A deeper awareness of the abilities of the staff

B. Employee Development and Performance Assessment/Performance Evaluation

The Employee Development and Performance Assessment Plan (EDPA) supports GSA's mission, vision, goals, and initiatives, and motivates and guides employees toward greater self-development and improved performance.

It is the policy of the Alameda County General Services Agency for supervisors to complete regularly scheduled EDPAs for all employees. The EDPA process should help employees understand their responsibilities, what they are expected to accomplish, and what standards are used to evaluate performance. The EDPA and relevant documents are highly confidential and should not be discussed outside authorized management personnel. EDPA documents shall be maintained in the employee's confidential personnel file by GSA's HR Department.

This policy applies to all GSA employees, including permanent, provisional, full-time, part-time, and services-as-needed.

Supervisors are to conduct EDPAs for employees as follows:

- For tenured employees, on an annual basis.
- For 6-month probationary employees, on the 5th month.
- For 12-month probationary employees, on the 11th month.

C. Employee Training and Development

Individual departments may devise training programs for the purpose of improving the quality of service rendered and assisting employees' development toward advancement within the agency/department. The exact nature of these programs is left to the discretion of the individual department heads. Employees who have questions concerning the availability of specific training should discuss them with their supervisor.

Select classifications are also required to attend safety training classes, as mandated by federal, state or local regulations.

D. Performance Improvement Plan (PIP)

If an employee's performance is not meeting expectations, the supervisor will develop a Performance Improvement Plan (PIP). The purpose of the PIP is to identify areas for improvement and to provide an opportunity, a plan, and assistance to improve performance.

The PIP includes:

- a written plan for achieving improvement
- detailed training and type of support expected from the supervisor
- performance expectations or what needs to be achieved
- the agreed performance indicators or how the performance will be measured
- a meeting schedule and duration of the plan
- consequences of not meeting the plan

E. Cause for Discipline

It is the Agency's expectation that managers and supervisors strive to increase efficiency and effectiveness through employee development and accountability. Furthermore, it is an expectation that all employees, including managers and supervisors, be fair and consistent in applying policies, procedures, and practices.

As stated in the Alameda County Civil Service Rules and Regulations, the tenure of employees shall be based upon good behavior and rendering of efficient service. Failure to do so may lead to disciplinary action, including suspension, reduction in compensation, and demotion. Each of the following may constitute a cause or reason for disciplinary action, but such action is not restricted to the particular causes listed:

- Fraud in securing the appointment
- Unfitness for the position
- Inefficiency
- Neglect of duty
- Drunkenness on the job
- Addiction to the use of narcotics or habit-forming drugs
- Willful disobedience
- Insubordination
- Inexcusable absence without leave
- Discourteous treatment of the general public or fellow employees
- Forbidden political activity
- Willful misuse of public property
- Immorality
- Dishonesty
- Retaliation
- Conviction of a felony
- Any failure of good behavior or acts either during or outside of office hours which are incompatible with or inimical to the public
- Engaging in business or accepting outside employment, while an employee of Alameda County, which gives rise to a conflict of interest
- Drinking of beer or other alcoholic beverages on County owned or leased property or when traveling between County facilities on County business
- Use of marijuana or drugs on County property or reporting for work under the influence of drugs or alcohol
- Playing cards or games using cards, dice, darts, etc., during working hours
- Watching television, viewing unauthorized websites, and conducting personal business during working hours
- Assembling for any reason after working hours in offices or employee lounges that are not specifically reserved for employee use
- Admitting unauthorized persons into any area that is closed for business or where access is restricted during business hours unless that person is personally known to be an employee of the department occupying the space

For more information, refer to the Civil Service Commission Rules:
<http://www.acgov.org/hrs/csc/index.htm>.

Safety

Safety Policy

The California Occupational Safety and Health Act (CAL/OSHA) provides a set of regulations to employers, enforced by the State Division of Industrial Safety. As an employer, Alameda County is

responsible for maintaining a safe work environment for employees through compliance with the CAL/OSHA regulations.

All employees have the responsibility to perform their jobs in a safe manner and in compliance with rules and regulations in an effort to prevent accidents. They also have the responsibility of reporting any safety hazards to their immediate supervisor or designee.

A. Injury and Illness Prevention Program (IIPP)

The purpose of the IIPP is to reduce risks associated with workplace injuries and illnesses. It is the responsibility of the supervisor to ensure that every employee is aware of the location of the IIPP and has reviewed the information. The IIPP is located on-line at: [I:\SAFETY\GSA IIPP](#). Employees are also encouraged to submit Safety Suggestions. Safety Suggestion forms can be accessed at: [I:\SAFETY\Safety Suggestion Forms](#).

The **GSA Safety Committee** helps ensure a safe and healthful workplace and compliance with federal, state, and local safety regulations through participation in:

- Monthly safety committee meetings.
- Periodic safety inspections to help identify and correct hazards
- Injury and illness investigations to evaluate cause of injury and corrective action to prevent recurrence
- Communication between line staff and management
- Scheduling and reviewing employee safety training

B. Emergency Action Plans

The Emergency Action Plan instructs employees who work in, or frequent, a particular building about appropriate actions to take before, during and after an emergency to reduce risk of injury and property damage. Check with your supervisor to have him/her show you the Emergency Action Plan, your evacuation gathering location, and where the building emergency exits and fire extinguishers are located.

The Emergency Action Plan for 1401 Lakeside is located at: [I:\SAFETY\Emergency Action Plans](#).

In the event of an emergency or disaster, call the GSA Emergency Information Line at 510-272-6790 (tie-line 26790) for further instructions. BMD staff should call 510-667-4443.

C. General Safety and Security Tips

Follow these tips in order to maintain a safe and secure workplace:

- Protect your personal property. Never leave wallets, purses, coats or other items in public view. Remember, we are all subject to theft loss in public buildings which are unlocked and often easily accessible.
- Personal property located in or on County property that appears to have been lost is to be placed in the possession of your immediate supervisor who is to turn it over to the department head in charge of the area where it was found. In no event is it to be retained by the employee for his/her personal use.
- Be aware of your surroundings. If visitors are found in areas closed to the public, assist them in getting back to the public areas.
- If doors or windows which are normally locked are not secured, bring it to the attention of your supervisor or other responsible person.
- All losses, thefts, break-ins, damage, etc. must be reported to your supervisor immediately.

Resources and Links

Your supervisor is always your first resource when you have questions. However, for your reference, listed below are key resources, contacts and links to further information introduced in this handbook.

Topic	Contact or Link
Alameda County Employees' Retirement Association (ACERA)	www.acera.org
Commuter Benefit Program	http://alcoweb.acgov.org/hrs/ebc/other_ee_benefits/commuter_benefit.htm
Disability Programs	http://www.acgov.org/hrs/divisions/dp/index.htm
Emergency Action Plans	I:\SAFETY\Emergency Action Plans
Emergency Information Line	510-272-6790 (or 510-667-4443 for BMD staff)
Employee Assistance Program (EAP)	http://alcoweb.acgov.org/hrs/ebc/other_ee_benefits/eap.htm
Employee Benefits Center, including open enrollment information	http://alcoweb.acgov.org/hrs/ebc/default.htm
Employee Parking	http://alcoweb.acgov.org/gsa/parking/
GSA – Human Resources website (HR information, policies, procedures, and forms)	https://gsa.acgov.org/hr
Information Systems (computer or technology issues)	Send a message to: isg@acgov.org
Injury and Illness Prevention Program (IIPP)	I:\SAFETY\GSA IIPP
Intranet	http://alcoweb.acgov.org/gsa/index.htm
Labor Agreements/Memoranda of Understanding (MOU)	http://www.acgov.org/hrs/divisions/elr/mou.htm
Management County Allowance	http://alcoweb.acgov.org/hrs/ebc/benefits/allowance.htm
New Employee Orientation Presentation	I:\GSA\New Employee Orientation and Handbook
Policies Signed During On-Boarding Process	<p>During the pre-employment process, employees reviewed and signed several countywide policies:</p> <ul style="list-style-type: none"> • Abusive Conduct Prevention • CLETS (if applicable) • Drug Free Workplace • Sexual Harassment Prevention and Prohibition • Smoking Ordinance • Telecommunications and Information Technology Use • Temporary Modified Work • Vehicle Use • Workplace Violence Prevention <p>For reference, these policies can be accessed at: I:\GSA\New Employee Orientation and Handbook\Policies Signed During On-Boarding</p>
Workplace Injury or Illness Reporting	http://www.acgov.org/cao/rmu/programs/workers_comp/ I:\GSA\FORMS\Workers Compensation