

Glenn County Health Services Agency Policy & Procedure Packet

New Hire **Annual Evaluation**

- Signature Page
- Updated Duty Statement
- Assigned Work Schedule with Policy Page
- Productivity Standards (Only for BH employees)
- Code of Ethical Conduct
- Compliance Program – Education & Training About False Claims Acts
- Electronic Systems Policy
- Confidentiality Policy
- Glenn County HIPAA Policy & Procedure
- Key Issuance Policy
- Key Card Issuance/Security Policy
- Child/Adult Abuse Reporting Policy
- County Vehicles/Use of Personal Vehicles Policy
- Competency Check-Off Form (Crisis Team Members Only)
- Employee Electronic Signature Agreement (BH employees Only)
- County Alcohol and Drug Abuse Policy

My signature acknowledges having read the policies and procedures and having had my questions answered by my supervisor so that I understand these policies. I also understand that a violation of confidentiality is a misdemeanor and might result in a criminal prosecution under Section 10850 of the Welfare & Institution Code. A violation of these policies or a violation of confidentiality can also be cause for dismissal from employment/service with the Glenn County Health and Human Services Agency.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

SUBJECT: Work Schedules
(Revised 7-16-14)

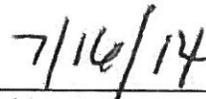
POLICY: Any scheduled deviations shall be made with the interest of serving the public with more efficiency and less cost.

PROCEDURE:

1. Each unit manager will recommend to the Director deviations from a 5 day, 8 hour work day as best fits services to their particular client target groups.
2. Any deviations shall not increase the cost of any individual employee beyond that which is budgeted for that fiscal year for that position.
3. Granting of an alternative work schedule does not in any way change management's right to determine schedules on organizational need. The Director reserves the right to approve, deny or change any alternative schedule based upon management needs. Each unit shall insure coverage of agency wide needs/ work for all holidays and regular work days.
4. The managers will work together to ensure that there is adequate coverage agency wide and county wide every working day, taking into consideration holidays, vacations, and unscheduled sick time.
5. In a pay period in which there is a holiday, the 9/80 schedule will revert to a standard 5 days per week, eight hours per day schedule for the entire pay period. The 4/10s alternative schedule will revert to the standard 5 days per week, eight hours per day for the week in which the holiday falls on.
6. In summary, it is recognized that alternative work schedules may be necessary to ensure the highest quality and availability of services to the public and they shall be scheduled accordingly to the public needs and the needs of the administration to ensure delivery of services and efficient work flow. No alternative schedules shall result in additional cost to the public.



Scott Gruendl, Director
Glenn County Health and Human Services Agency



Date

Attachment: Work Schedule Request

Glenn County Health Services Agency
Work Schedule Request

Employee Name: _____

Schedule: Standard Alternative Less than full time

**If request is other than a standard M-F, 8 hours per day schedule, describe hours per day, number of days, etc. and if alternative schedule, per policy, describe how the request benefits the public.

Total number hours worked per week. _____

Attached is the policy which governs the use of this flex schedule request. This request is in compliance with all of the policies and rules governing flex schedules and ensures services to the public without increased costs in the most efficient manner for my unit.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Dept. Head Signature: _____ Date: _____

SUBJECT: Productivity Standards
(Created 3/14)

POLICY: It is the policy of the Glenn County Health and Human Services Agency (HHSA) that staff manage their direct service contacts to clients so that the appropriate level of client care is provided and revenue for services maximized.

Staff are required to maintain a minimum productivity standard of 70%. This percentage may be adjusted, when appropriate, using the attached worksheet.

PROCEDURES:

1. Productivity Standards:

- a. Staff are required to maintain a minimum productivity standard of 70%. This includes all direct services. (*Billable time may include traveling to perform a service, service delivery, and documentation.*)
- b. Supervisors are responsible for informing staff of the expected minimum standards at the time of hire, or when changes in expectations occur.
- c. If productivity standards vary according to the job classification or type of work performed, staff productivity standards will be calculated and adjusted using the attached Productivity Standards Worksheet. Special assignments (*supervisor duties, special approved projects, extra travel time, natural disasters*) may reduce productivity expectations.
- d. Staff will be provided with their actual productivity figures on a monthly basis, and as necessary.
- e. Any deviation from the minimum productivity standard of 70% must be approved by the Deputy Director of Behavioral Health.

2. Monitoring activities:

- a. Supervisors will monitor their staff's monthly productivity to determine if staff are meeting their productivity standards.
- b. Supervisors will report back to their staff each month regarding their actual productivity compared to the expected productivity. The productivity will be calculated from data extracted from the Anasazi claims system.
- c. Ongoing issues with meeting productivity standards will be addressed through standard personnel processes including training, action plans, and progressive disciplinary action.
- d. Productivity will also be noted in each staff's evaluation, and include exemplary performance as well as issues addressed during the evaluation periods.
- e. The Deputy Director of Behavioral Health will monitor and review productivity reports.

- f. The Budget Team will receive and review productivity reports and analyze budgeted revenue expectations.
- g. The Compliance Committee will receive and review productivity reports and make recommendations, as necessary.



6/10/14

Scott Gruendl, Director
Glenn County Health and Human Services Agency

Date

Glenn County Behavioral Health Productivity Standards Worksheet

Unit of Time Standard: Actual hours worked, not including Vacation, Sick leave, Holiday leave, Jury Duty, Other Leave

Full Time: 40 hours / week – 12 hours for non-billable time (Ex. staff meetings, all agency/department meetings, committee meetings, community meetings, special projects assigned by your supervisor, training, supervision, other non-direct activities) = 28 hours per week for direct services ÷ 5 days worked per week = **5.6 direct service hours per day.**

Adjusted Standard:

_____ Total hours worked per week
-
_____ Non-billable assigned hours *
=
_____ Direct billable hours, or an average of _____ hours / day (TARGET)
_____ %
_____ Divide direct billable hours by total hours worked per week

*** Non-billable hours are assigned by your supervisor**

Staff _____ Date _____ Supervisor _____ Date _____

Deputy Director of Behavioral Health _____ Date _____

If non-billable assigned hours exceeds more than 12 hours per week, please explain: _____

Glenn County Health and Human Services Agency
Code of Ethical Conduct

I. Purpose

- A. This Code of Ethical Conduct provides guidance to all Glenn County Health and Human Services Agency (HHS) employees, and assists us in carrying out our daily activities within appropriate ethical standards and applicable laws and regulations.
- B. Each of us has our own code of ethical conduct that is based on our own personal values. However, when we become a part of HHS, our conduct is expected to reflect the agency's values. This expectation applies to every person associated with Glenn County Health and Human Services Agency.
 - 1. You are required to read the Code of Ethical Conduct,
 - 2. Understand it, and
 - 3. Sign a declaration that you have read, understand, and agree to abide by it.

II. Confidential Disclosure

If you have any questions regarding this Code of Ethical Conduct, encounter any situation which you believe violates provisions of this Code of Ethical Conduct, or have questions about the HHS policies, procedures and practices with respect to any federal health care program which you believe is inappropriate, you have the right and should immediately consult your supervisor, **or** the agency's Compliance Officer. *You may make an anonymous and confidential disclosure to the agency's Compliance Officer by calling 934-6582, extension 150.*

There is no retribution for asking questions or raising concerns about the Code of Ethical Conduct or for reporting possible improper conduct. Glenn County HHS is committed to maintaining individuals' confidentiality with respect to any disclosures of possible improper conduct.

III. Regulatory Compliance

The operations of the Glenn County HHS are governed by the laws, rules, and regulations of many federal, state, and local agencies, as well as the county's and agency's own policies and procedures. We are committed to consistent compliance with all applicable regulatory requirements. It is your personal duty and responsibility to ensure that your acts, to the best of your knowledge and ability, comply with all regulatory requirements, professional standards, and policies and procedures, particularly to prevent fraud and abuse. Failure to comply with all applicable statutes, rules, and regulations may result in overpayments that must be repaid and may include fines and even criminal prosecution.

Glenn County HHS employees are responsible for the integrity and accuracy of our agency's documents and records, not only to comply with regulatory and legal requirements, but also to ensure that records are available to document our business practices and actions.

IV. Documentation, Coding, and Billing for Services

All billings to government payers shall be accurate and conform to all pertinent federal, state, and county laws and regulations. Knowingly presenting or causing to be presented claims for payment or approval that are false, fictitious, or fraudulent is prohibited. No claim will be submitted for health care services or items that are not medically necessary as justified by the medical record. It is important for payment purposes that each client's medical record accurately reflects the health care services provided. All billing claims and client records shall be accurate, complete, and detailed to the extent required by law and professional standards. The code billed for the health care services must be supported by adequate documentation in the client's medical record. The Utilization Review (UR) Team's monthly billing review shall verify that claims are submitted only for services actually provided and that services are billed as provided.

V. Professional and Ethical Behaviors

Glenn County HHSA mandates certain behaviors and restrictions of behavior on the part of HHSA employees in regards to their professional and ethical relationships with agency clientele.

HHSA employees who provide counseling, psychotherapeutic, or case management services, or other employees having access to confidential information shall not under any circumstances engage in sexual behavior with current or former clients. Given the intense and long-lasting nature of client-staff relationships and the fact that they may be fraught with idealizations and distortions, this is understood as an absolute rule.

HHSA employees shall not exploit relationships with current or former clients for personal gain, including social or financial relationships. Again, the emotional complexity of our professional relationships precludes such personal involvement. It is understood that in the course of events there is the possibility that a dual relationship may be discovered or anticipated. In such instance, the details of the relationship and any potential conflicts are to be disclosed to the employee's supervisor immediately so that consultation regarding the conflict might proceed.

HHSA understands the complexities of having employees that are in a twelve-step recovery alongside clients who receive the benefit of the same program. That is, when our employees and our clients attend AA and NA as peers, we must manage the potential for dual relationships. It is understood that when such relationships exist or arise, they must be disclosed to the employee's supervisor immediately so that clinical consultation might be effected. Whenever possible in such situations, the twelve-step traditions will be honored.

HHSA employees are responsible to report to their supervisor any information received which compromises the integrity of the program through alleged misconduct of fellow employees or volunteers.

HHSA employees are expected to conduct their behavior to reflect the agency's core values: 1.) **Honesty:** We communicate openly and clearly. 2.) **Integrity:** We adhere to ethics and are consistent. 3.) **Respect:** We are relevant, effective and valued.

- Placing the welfare of clients and their families above all other concerns.
- Delivering kind and humane care regardless of race, creed, age, or sexual preference.
- To not deliberately do harm to a client, physically or psychologically, verbally assault, ridicule, attempt to subjugate or endanger a client, nor allow other employees or clients to do so.

- To urge changes in the lives of clients only on their behalf and in the interest of promoting recovery from the illness or addiction we are charged and professionally prepared to treat. To not otherwise press them to adopt beliefs and behaviors which reflect personal values rather than their own.
- Clients and former clients may perceive employees as an authority and over-value our opinions. To never attempt to counsel or advise them on matters not within our areas of expertise. To be willing to recognize when it is in the best interest of my client to release or refer them to another program or individual.
- To not engage in any activity that could be construed as exploitation of clients for personal gain, sexually, financially, physically or socially.
- To not attempt to use authority over a client in a coercive manner. To not promote dependence, but to help clients empower themselves.
- To not name or give information about a client, former client, or family member except to other HHSA employees as allowed by law and required by treatment or when specifically authorized by the client.
- To understand and agree to defend the spirit and the letter of all HHSA policies and procedures on patient rights, prohibition of sexual contact, and other matters, which are designed to protect clients from harm.
- To respect the rights and views of other professionals and professions, and will seek consultation when appropriate, on behalf of the agency's clients.
- Understanding that a therapeutic relationship does not end when a client leaves treatment. To recognize the need to conduct any subsequent relationships with former clients with the same concern for their well being that is acknowledged herein.
- To serve as a responsible role model in my personal use of alcohol and any mood altering drugs. If I am a person recovering from chemical dependency, I will maintain a total abstinence while employed or volunteering with HHSA.
- To exhibit responsible concern for the well being of my peers by not ignoring manifestations of illness or unethical conduct in my fellow co-workers.
- Accepting responsibility for my continuing education and professional development as part of my commitment to providing quality care for those who seek my help.
- Understanding that if my assigned workplace is co-located with a collaborative partner agency, thus making access to services easier for the community, I will maintain the privacy and confidential rights of clients and extend the same professional practice to partner agency clients.

VI. Confidentiality

HHSA employees are governed by a variety of county personnel codes of conduct. In addition, clinical employees abide by professional, legal, and ethical codes governing confidentiality, dual relationships, and other treatment issues. If you have any questions about any of these areas, please discuss with your supervisor.

All agency issues and business relating to client confidentiality shall not be discussed with non-Health Services Agency employees.

VII. Investigation of Suspected Non-Compliance

The Compliance Officer in consultation with County Counsel shall investigate every credible allegation, inquiry, complaint, or other evidence of non-compliant conduct. If the Compliance Officer’s investigation results in sufficient evidence of non-compliant conduct, the Compliance Officer will prepare a written report of findings that will be forwarded to the Compliance Committee for appropriate action. *Corrective action can include, but is not limited to:*

- Disciplinary action
- Termination of contract
- Suspension of billing
- Modification of the coding and billing system where necessary
- Adjustment of policies and procedures
- Engaging in steps necessary to reduce the error rate
- Training
- Increasing auditing and/or monitoring activity

VIII. Enforcement of Violations

All Glenn County HHSA employees shall abide by this Code of Ethical Conduct. Any employee who fails or refuses to act in good faith with respect to compliance duties will be subject to disciplinary action per the **Glenn County MOU, Article 7.01 – Disciplinary Action**. Disciplinary action may mean dismissal, demotion, reduction in pay, or suspension without pay.

Glenn County HHSA will not hire, engage, or retain any employee deemed to be an “Ineligible Person” by the federal government. An ineligible person is any individual or entity who is currently excluded, suspended, debarred or otherwise ineligible to participate in the Federal health care programs or who has been convicted of a criminal offense related to the provision of health care items or services and has not been reinstated in the Federal health care programs after a period of exclusion, suspension, debarment, or ineligibility.

*My signature acknowledges that I have read the **Code of Ethical Conduct**, understand it, and agree to abide by it. I also understand that a violation of confidentiality is a misdemeanor and might result in a criminal prosecution under Section 10850 of the Welfare and Institution Code.*

Employee Signature

Date

Supervisor Signature

Date

SUBJECT: Compliance – Employee Education and Training about False Claims Acts
(Created 9/30/07; Revised 12/18/07; 3/13)

POLICY: Glenn County Behavioral Health (GCBH) shall provide to all employees, agents, and contractors as defined by the DRA §6032, appropriate education about the Federal and State False Claims Acts, in the New Hire and Annual Evaluation Packet. The standards and policies, and procedures as set forth in the below referenced documents, promote understanding of and adherence to Federal and State laws and regulations and can be found in the 'Policies and Procedures' icon on the desktop.

REFERENCE MATERIALS:

- Deficit Reduction Act (DRA) of 2005, §6032
- 31 USC, Ch. 37 – Federal False Claims Act §3729 - §3733
- 31 USC, Ch. 38 – Federal Administrative Remedies for False Claims and Statements §3801 - §3808
- GC, Ch. 6, Article 9 – California False Claims Act §12650 - §12656
- GCBH Compliance Plan
- Glenn County Health Services (GCHS) New Hire & Annual Evaluation Packet
- GCBH Compliance Program Policies and Procedures: *Implementation Of The Compliance Plan, Compliance Program Standards, Oversight Of The Compliance Program, Compliance Training, Auditing And Monitoring Activities, Standards For Risk Areas And Potential Violations, Reporting Suspected Fraudulent Activity, Non-Compliance Investigation And Corrective Action, Disciplinary Guidelines and Service Verification*

PROCEDURE:

This policy has been implemented and is enforced in order to promote GCBH's employees, agents, and contractors understanding of and adherence to Federal and State laws and regulations related to the Federal and State False Claims Acts as well as to prevent, detect, and respond to known or suspected incidents of fraud, waste, or abuse in Federal or State funded health care programs within Glenn County.

- 1) Every employee, agent, or contractor of GCBH is required to communicate any known or suspected incidents of fraud, waste, or abuse to their immediate supervisor, the Compliance Officer, or any Compliance Committee member. *(Employees, agents, or contractors who are not comfortable reporting to one of the persons named above may elect to report to the Glenn County HIPAA Privacy Officer, Cecilia Hutsell at (530) 934-6347.)*
- 2) It is the responsibility of the employee receiving the report, to promptly notify the Compliance Officer in writing of the nature and details of the known or suspected incidents of fraud, waste, or abuse.



4/5/13

- 3) The Compliance Officer shall promptly initiate an investigation and implement any corrective actions that may seem appropriate as the result of their investigation.
- 4) The employee reporting known or suspected incidents of fraud, waste, or abuse may be entitled to whistleblower protections as set forth in this policy, from any form of retaliation for making the report.

FEDERAL FALSE CLAIMS ACT

(31 USC, Chapter 37, §3729 - §3733)

Any person who knowingly submits or causes to be submitted, a false or fraudulent claim or written statement for payment to the United States Government shall be liable for a civil penalty of not less than \$5,000 and not more than \$10,000, plus three times the amount of damages, with certain exceptions.

The Attorney General shall diligently investigate violations of the above, and if he/she finds that a person has violated or is violating the law, then he/she may bring a civil action against the person.

A private person 'Qui Tam' may bring a civil action for a violation of the above, on behalf of the government. The government may take over the prosecution or allow the private person to handle the case. If the government takes over the case and wins, the private person may be eligible to receive 15-25% of the proceeds of the action or settlement of the claim, depending on their contribution to the prosecution of the action. If the private person handles the case and wins, the person may be eligible to receive 25-30% of the proceeds of the action or settlement of the claim, as well as an amount for reasonable expenses which the court finds to have been necessarily incurred, plus reasonable attorneys' fees and costs.

Federal Whistleblower Protections

Any employee who is discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against in the terms and conditions of employment because of their participation in the prosecution of a 'Whistleblower suit' shall be entitled to all relief necessary to make the employee whole. Such relief shall include reinstatement with the same seniority status, two times the amount of back pay plus interest, and compensation for any special damages sustained because of the discrimination, including litigation costs and reasonable attorneys' fees. **(NOTE: *This section does not insulate the reported from disciplinary action if it turns out that he or she is involved in the reported wrongdoing.*)**

FEDERAL ADMINISTRATIVE REMEDIES FOR FALSE CLAIMS AND STATEMENTS

(31 USC, Chapter 38, §3801 - §3807)

Any person who makes, presents, or submits, or causes to be made, presented, or submitted, a claim or written statement that the person knows or has reason to know is (A) false, fictitious, or fraudulent;

- (B) includes or is supported by any written statement which asserts a material fact which is false, fictitious, or fraudulent;
- (C) includes or is supported by any written statement that:
- i) omits a material fact,
 - ii) is false, fictitious, or fraudulent as a result of such omission, and
 - iii) is a statement in which the person making, presenting, or submitting such statement has a duty to include such material fact; or
- (D) is for payment for the provision of property or services which the person has not provided as claimed, shall be subject to, in addition to any other remedy that may be prescribed by law, a civil penalty of not more than \$5,000 for each such claim or statement and an assessment, in lieu of damages sustained by the government because of such claim, of not more than twice the amount of such claim, or the portion of such claim, with certain exceptions.

CALIFORNIA FALSE CLAIMS ACT

(California Statute, GC Chapter 6, Article 9, §12650 - §12656)

Any person who commits any of the following acts shall be liable to the State for three times the amount of damages which the State sustains because of such act. A person who commits any of the following acts shall also be liable for the costs of a civil action brought to recover any of those penalties or damages, and may be liable for a civil penalty of up to \$10,000 for each false claim:

- (1) Knowingly presents or causes to be presented a false claim for payment or approval.
- (2) Knowingly makes, uses, or causes to be made or used a false record or statement to get a false claim paid or approved.
- (3) Conspires to defraud the State or by getting a false claim paid.
- (4) Has possession, custody, or control of public property or money used or to be used by the State and knowingly delivers or causes to be delivered less property than the amount for which the person receives a certificate or receipt.
- (5) Is authorized to make or deliver a document certifying receipt of property used or to be used by the State and knowingly makes or delivers a receipt that falsely represents the property used or to be used.
- (6) Knowingly buys, or receives as a pledge of an obligation or debt, public property from any person who lawfully may not sell or pledge the property.
- (7) Knowingly makes, uses, or causes to be made or used a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the State.
- (8) Is a beneficiary of an inadvertent submission of a false claim to the State, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the State within a reasonable time after discovery of the false claim.

If the person committing the violation cooperates with the investigation, the court may assess not less than two times and not more than three times the amount of damages which the State sustains because of the act of the person, and no civil penalty.

The California False Claims Act does not apply to false claims of less than \$500.

The Attorney General shall diligently investigate violations of the above, and if he/she finds that a person has violated or is violating the law, then he/she may bring a civil action against that person.

A private person 'Qui Tam' may bring a civil action for a violation of the above, on behalf of the State. The State may take over the prosecution or allow the private person to handle the case. If the State takes over the case and wins, the private person may be eligible to receive 15-33% of the proceeds of the action or settlement of the claim, depending on their contribution to the prosecution of the action. If the private person handles the case and wins, the person may be eligible to receive 25-50% of the proceeds of the action or settlement of the claim, as well as an amount for reasonable expenses which the court finds to have been necessarily incurred, plus reasonable attorneys' fees and costs.

California Whistleblower Protections

No employer shall discharge, demote, suspend, threaten, harass deny promotion to, or in any other manner discriminate against, an employee in the terms and conditions of employment because of their participation in the prosecution of a 'Whistleblower suit'. Any such employee shall be entitled to all relief necessary to make the employee whole, including reinstatement with the same seniority status, two times the amount of back pay plus interest, compensation for any special damages sustained because of the discrimination, and where appropriate, punitive damages, in addition to litigation costs and reasonable attorneys' fees.

If an employee's conduct has resulted in a false claim being submitted to the State and the employee has been discriminated against by his or her employer, he or she is entitled to remedies only if he or she 1) voluntarily disclosed information to a government or law enforcement agency or acted in furtherance of a false claims action, including investigation for, initiation of, testimony for, or assistance in an action filed or to be filed, and 2) the employee had been harassed, threatened with termination or demotion, or otherwise coerced by the employer or its management into engaging in the fraudulent activity in the first place. **(NOTE: This section does not insulate the reported from disciplinary action if it turns out that he or she is involved in the reported wrongdoing.)**

My signature acknowledges that I have read the 'Employee Education and Training About False Claims and Acts' policy and procedure and I understand it and agree to abide by it.

Employee Signature

Date

Supervisor Signature

Date

SUBJECT: Electronic Systems
(Created 8/3/04) (Revised 12/16/08)

POLICY:

1. Health Services Agency (HSA) electronic equipment, software, and all information created, sent or received via the equipment are the sole property of HSA, Glenn County and/or the State of California. HSA will provide electronic resources to those who the agency determines require them.
2. The HSA reserves the right to monitor, log/recover all electronic systems activity, including communications, with or without notice. Therefore, users should have no expectation of privacy in the use of these resources. Users should be aware that electronic records might exist in system files after they have been deleted and therefore can be retrieved.
3. It is the policy of the HSA to provide a safe working environment for all employees; therefore, pursuant to California Vehicle code 23123 and HSA policy, cell phones will not be used while driving on county business unless the driver has a hands free device. Drivers are also prohibited from texting and/or using other electronic equipment while operating a vehicle on county business.
4. This policy applies to employees and non-employees performing Agency duties or services. This policy applies to such persons working in any location, including off-site work or working at home.

PROCEDURE:

1. Electronic Systems include but are not limited to: cellular telephones, copy machines, data processing systems, electronic mail (e-mail), facsimile machines (fax), internet facilities, laptops, pagers, personal computers, personal digital assistants (PDAs), printers, scanners, servers, shredders, software, telephone systems, voice mail systems, etc.
2. Information Assets include but are not limited to: data, CD ROM, hard copy, microfiche, magnetic tape, microfilm, diskettes, terminal display, hard drives, thumb drives, other methods of storage or transmission, etc.
3. Upon receipt or access to electronic equipment, the user will receive training on the proper use of the equipment assigned.
4. Users of HSA electronic systems are responsible for:
 - a. The security and/or integrity of any user identifications and passwords assigned to the user. These are the user's electronic signature which records

activities for monitoring purposes. To maintain integrity, the user will follow some basic rules:

- (1) Password should be at least 8 characters in length with a mixture of letters, numbers, symbols and/or punctuation.
 - (2) Password should not be something easily guessed, such as a word in a dictionary.
 - (3) Password should not be something that has personal significance to user, such as the name of the spouse, child, pet, etc.
 - (4) Do not place their user name and password in a location where others can find them.
 - (5) Do not share password with co-workers, some exceptions may apply in the case of IT staff or supervisor.
 - (6) Ensure that no one observes the user logging into the computer with their user name or password.
 - (7) Log off when leaving your work area for an extended period (more than 1 hours) or when leaving for the day.
 - (8) Lock the computer when leaving your work area for a short period of time. (CTRL + ALT + Delete or Windows + L)
 - (9) To the extent feasible, log onto only one workstation at a time.
- b. If a user believes their user ID or password has been compromised, the user will contact the System Administrator immediately.
 - c. Knowing and adhering to the Agency's Electronic Systems Policy.
 - d. Requesting any needed clarification of the policy from management staff.

5. Telephones and Voice Mail

- a. Personal calls shall be discouraged and strictly limited to those necessary to maintain the health, safety and well being of the employee's family unit. Personal calls should not be of a social nature, only of necessity. To the extent feasible, personal calls made from the office should be undertaken during break or lunchtime. Only under exceptional circumstances should calls by employees be made when they are not on break. All long distance telephone calls must be charged to the employee's personal credit card or home telephone. Excessive incoming personal phone calls are to be discouraged.
- b. Employees traveling on agency business are allowed one personal phone call at HSA expense for every twenty-four hours they are assigned to be out of the County. Said call(s) shall be a reasonable duration. The employee may be liable for payment of phone calls that exceed the above-mentioned limit or are excessive in duration. This policy does not apply to hotel access charges.
- c. Cellular phones may be assigned to HSA team members who have a clear business need. Cellular phones are to be used for County business only, when necessary in the performance of job duties.

- d. Voice mail messages should be limited to County business. Voice mail should not be used for conducting outside business pursuits. However, messages which are necessary to maintain the health, safety and well being of an employee and their family are acceptable.
6. Use of agency electronic systems is intended for official County/Agency business. Other usage is a misuse of an employee's work time and therefore productivity, as well as an abuse of the County's electronic resources, and may result in disciplinary action and/or civil/criminal prosecution. Suspected misuse of an electronic system will be investigated. This includes, but is not limited to the completion of inappropriate transactions, improper authorization of benefits or services, and disclosure of system information to unauthorized persons.
 7. Agency electronic system unauthorized use includes but is not limited to:
 - a. Use of hardware, equipment, data, software or reference materials for non-work-related activities.
 - b. Loading disks or software from non-work-related sources.
 - c. Illegal copying of software programs.
 - d. Deleting agency installed programs or files
 - e. Changing agency specified settings or configurations
 - f. Copying licensed or copyrighted user material or reference manuals.
 - g. Using e-mail or internet access for non-work-related purposes.
 - h. Conducting or engaging in any illegal or prohibited activities (violating any State, Federal or Local laws, regulation, rules, Agency regulation, policies or directives)
 - i. Assuming another person's identity or use another person's name, unless expressly authorized by the person.
 - j. Knowingly access pornographic or obscene information.
 - k. Knowingly disseminate false or inaccurate information.
 - l. Publishing information on the Internet unless expressly approved by the Director or his designee.
 - m. Purchasing commercial Internet services such as America Online or Web page design without the approval of the Director or his designee.
 - n. Operating or using any system for personal, financial or political gain.
 - o. Solicitation of County employees.
 - p. Moving or removing equipment, software or data without prior authorization.
 - q. Knowingly accessing, creating or transmitting any discriminatory, offensive or unprofessional information or messages.
 - r. Downloading any executable software unless done with the approval of the department head.
 - s. Encrypting data files without the authorization of the Director.
 - t. Any form of harassment.
 - u. Knowingly introducing malicious programs into the network or servers.

8. Employees will use care when handling food items and liquids around their workstation. Employees will:
 - a. Keep a lid on any beverage container used at a workstation.
 - b. Protect the keyboard when eating or drinking at a workstation.
 - c. Use the break room or other recognized break areas throughout the facility instead of taking a break at your work station.
 - d. Not place plants where water or dirt could drop on and affect hardware.
 - e. Not attach magnets to any hardware or transportable electronic data storage devices (CDs, disks, thumb drives, etc.).

9. Communication on many electronic systems is not secure, and confidential information sent through such devices could be intercepted, modified, misdirected or destroyed by unauthorized persons if adequate access controls are not in place. When sending confidential information through electronic systems, users will:
 - a. Have a compelling reason for sending confidential information and take every precaution to ensure the security of the information.
 - b. Prior to sending or relaying confidential information, confirm the correct e-mail address, fax number or phone number of the intended recipient.
 - c. Include the word CONFIDENTIAL in the subject line of messages.
 - d. Contact the intended recipient and inform them of the impending arrival of confidential information. Ask the recipient to contact you when they receive the information.
 - e. Include a disclaimer such as the following in the body of e-mails containing confidential information: "This electronic message may contain information that is confidential and/or legally privileged. It is intended only for the use of the individual(s) and entity named as recipients in the message. If you are not an intended recipient of the message, please notify the sender immediately and delete the material from any computer. Do not deliver, distribute, or copy this message, and do not disclose contents or take action in reliance of the information it contains. Thank you."

10. To protect system integrity and confidential information, system users will:
 - a. Use the system only as assigned.
 - b. Not copy confidential information onto a transportable electronic storage device or transfer to unauthorized persons.
 - c. Not print information or screens for unauthorized distribution.
 - d. Not enter into systems or areas where you are not authorized.
 - e. Not share passwords.
 - f. Collect all confidential information immediately upon printing.

11. If a user needs software loaded onto a computer or laptop, a Health Services Data Processing Service Request Form will be completed and signed by the Program Manager. The form will be forwarded to Fiscal for scheduling with our IT contractor. Only persons authorized to install and delete programs will perform this function.
12. Users may download copyrighted material, but its use must be strictly within the limitations posed by the author or current copyright law. The Federal Copyright Act at 17 U.S.C. 101 et.seq. Protects “intellectual property” rights and prohibits misuse of all original works of authorship in any tangible medium of expression.
13. Any user may download public domain images, documents, etc. for County business use, but does so with the knowledge that by doing so, the employee assumes all the risks regarding whether or not the material is in the public domain.
14. The HSA will not be responsible for any damages which employees may suffer from or related to their use of any County electronic information resources, including (but not limited to) loss of data resulting from delays or service interruptions. Users must recognize that the use of such electronic information resources is for work-related purposes only.
15. There may be circumstances when an employee needs access to the internet for non-work related activity that is incidental, minimal, temporary and limited. If such a circumstance exists, the employee shall request access from their supervisor, program manager or the director. Such access shall only be authorized on a case by case basis. Authorization is limited to the one instance being requested and is not ongoing. No authorizations shall be given for on-going, non-work related use. Each non-work related access must be individually authorized. Discretion shall be exercised to ensure that non-work related use does not result in a direct cost to the agency/County or hinder staff productivity. Inappropriate use could result in misuse of an employee’s work time, as well as an abuse of agency/County resources and may result in disciplinary action and/or civil/criminal prosecution.
16. Any electronic devices issued to an employee will be surrendered to the Program Manager upon request or when employment at the Health Services Agency ends.
17. Suspected violations of this policy may be investigated without prior notice, and these investigations may result in adverse personnel action, up to and including termination of employment. Employees who violate Federal, State or Local statutes may also face civil/criminal prosecution.

**Health Services Agency Policy Manual
Administration Section
Electronic Systems**

I agree to use any assigned electronic equipment and access in accordance with this policy. I will not share my password with any other user and will notify the Fiscal Department if I feel my password has been compromised.

I, _____ have read the HSA Electronic System Policy and agree to comply with all its terms and conditions. I agree that all network activity conducted while doing County business and being conducted with County resources is the property of Glenn County.

The HSA reserves the right to monitor and record all cell phone and network activity, including e-mail, with or without notice and therefore users should have no expectations of privacy in the use of these resources.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

SUBJECT: Confidentiality
(Created 3/01) (Revised 2/13/09)

POLICY:

1. All employees shall maintain the confidentiality of clients and consumers of services at the Health Services Agency (HSA) and information obtained through attending Multi-Disciplinary Team meetings.
1. All persons accessing services at the HSA are entitled to confidentiality per the California Welfare & Institutions Code and the California Health & Safety Code.
2. All client information received and/or heard at the HSA is confidential and will not be shared outside the agency. It will also not be shared with personnel within the agency unless there is a demonstrated need to know.

PROCEDURE:

1. Employees who are related to or are friends with a person obtaining services at HSA may not access that client's file/chart and the information within, nor will they involve themselves in the provision of services. It is understood that consumer employees may have a need to become involved in services with relatives and/or friends. Under such circumstances, the agency will require a statement from the relative/friend indicating acceptance of the consumer employee involvement in their treatment.
2. Employees who are members of Multi-Disciplinary Teams or work in a multi-agency environment are required to abide by this policy. Information regarding clients from the other agencies will not be shared outside of that work environment.
3. Employees who are approached outside of business hours regarding assistance will direct the person to the agency during working hours or the mental health crisis worker in instances where a mental health professional is immediately necessary.
4. Individual programs and services have separate requirements for confidentiality. It is the responsibility of the Program Managers to inform and train their employees about specific confidentiality requirements.
5. Prior to gaining access to confidential information, all employees are required to sign the statement below indicating they understand and will abide by this policy.

6. Confidential client information should only be sent via e-mail when absolutely necessary. When confidential client information is sent via e-mail, use "Confidential Client Information" as the subject line. Whenever possible, use client numbers rather than names or other easily identifying information.
7. Exceptions to confidentiality requirements:
 - a. A release of information has been signed and dated by the client. Information can only be provided to those indicated on the release. Releases shall be updated annually.
 - b. The Director has authorized release of the information.
 - c. Information is determined to be public record and is releasable under the Public Records Act (Gov. Code, §6250-6270). The Director or a Deputy Director will determine whether information is a public record or not.
 - d. Mandatory reporting of suspected child abuse under Section 11166 of the California Penal Code and abuse or exploitation of elder or dependent adults per California Welfare & Institutions Code Section 15630.
 - e. Information is being released to an authorized representative of the client. The agency must have the authorization in writing.
8. Employees who supervise, evaluate and manage other employees or have access to employee information as a result of their duties shall protect the confidentiality of documents and information regarding employees and their respective personnel actions. Information about employees will only be released based on the following:
 - a. A release of information has been signed and dated by the employee. Information can only be provided to those indicated on the release.
 - b. Information is being released to an authorized representative of the employee. The agency prefers the authorization in writing
 - c. Information is determined to be public record and is releasable under the Public Records Act (Gov. Code, §6250-6270). The Director or a Deputy Director will determine whether information is public record or not.
9. Employees who are reasonably aware of a breach in confidentiality are charged with reporting the incident. Reports should be made in writing to the employee's Program Manager, Deputy Director or the Director. Reportable breaches in

confidentiality may occur during business hours as well as after hours and outside of the work place.

10. The agency cannot guarantee the anonymity of the reporting individual should the report result in disciplinary or legal action.
11. Program Managers shall provide training to all their employees on this policy. Additional training and review shall be provided at least annually as part of the performance evaluation process.
12. Violation of this policy may result in disciplinary action up to and including termination. Furthermore, violation of the California Welfare & institution Code and the California Health & Safety Code are misdemeanors and may result in criminal prosecution.

I have read and thoroughly understand the confidentiality policy and agree to abide by this policy. I also understand that a violation of confidentiality is a misdemeanor and may result in a criminal prosecution. A violation of this policy or a violation of confidentiality is also cause for disciplinary action and may result in termination from employment/service with the Glenn County Health Services Agency.

Staff signature

Date

Supervisor Signature

Date

GLENN COUNTY HIPAA POLICY & PROCEDURE

SUBJECT: Sanctions

IMPACTED

DEPARTMENTS: County Counsel
Department of Finance
Health Services
Probation (Juvenile Hall Only)
Public Guardian
Sheriff's Department (Jail Only)

HIPAA Section: Privacy: 45 CFR §164.530(e)(1)
Security: 45 CFR §164.308(a)(1)(ii)(C)

Purpose

Glenn County will protect the confidentiality and privacy of client protected health information in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Glenn County has developed various policies and procedures to ensure this confidentiality and privacy, and will not tolerate violations of these policies and procedures. This policy addresses sanctions and disciplinary actions that will be taken against employees, Business Associates, etc. that violate Glenn County Policies and/or HIPAA, who fail to report known violations of HIPAA or who report violations in bad faith.

Glenn County has adopted this Sanctions Policy to comply with HIPAA and to protect the confidentiality and integrity of confidential medical information as required by law, professional ethics and accreditation requirements.

Policy

Any employee of Glenn County who is reasonably aware of a breach in the County's HIPAA Confidentiality Policy is charged with reporting the incident. Reportable breaches may occur during business hours at the workplace, as well as after hours and outside of the workplace. These reports should be made immediately to the employee's immediate supervisor or the Privacy Officer. The County cannot guarantee the anonymity of the reporting individual would the report result in disciplinary or legal action.

Failure to report a breach of which one has knowledge will result in appropriate disciplinary action. Reporting of a breach in bad faith or for malicious reasons will result in appropriate disciplinary action. The Privacy Officer will conduct a thorough and confidential investigation into the allegations. The County will inform the complainant of the results of the investigation and any corrective action taken.

Individual programs have separate requirements for confidentiality. It is the responsibility of the supervisor to inform the county employee about changes to the specific confidentiality and requirements for the various programs.

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Original: 02/08/03

Revised: 03/05/04

Multi-Disciplinary Teams

Employees that are members of the Multi-Disciplinary Teams or work in a multi-agency environment are required to abide by this policy. Information regarding clients from other departments will not be shared outside of that work environment, including other county employees.

Disclosures By Whistleblowers And Workforce Crime Victims

A Glenn County employee or Business Associate may disclose an individual's protected health information if:

- The employee or Business Associate believes, in good faith, that Glenn County has engaged in conduct that is unlawful or that otherwise violates professional standards or Glenn County Policy, or that the care, services, or conditions provided by Glenn County could endanger Glenn County staff, person in Glenn County's care, or the public; and
 - The disclosure is to:
 - An oversight agency or public authority established by law to investigate or otherwise oversee the relevant conduct or conditions of Glenn County;
 - An appropriate health care accreditation organization for the purpose of reporting the allegation of failure to meet professional standards or of misconduct by Glenn County; or
 - An attorney retained by or on behalf of the Glenn County employee or Business Associate for the purpose of determining the legal options of the Glenn County employee or Business Associate with regards to this policy.
- A Glenn County employee may disclose limited protected health information about an individual to a law enforcement official if the employee is the victim of a criminal act and the disclosure is:
 - About only the suspected perpetrator of the criminal act, and\
 - Limited to the following information about the suspected perpetrator:
 - Name and address;
 - Date and place of birth;
 - Social Security Number;
 - ABO blood type and rh factor;
 - Type of an injury;
 - Date and time of any treatment; and
 - Date and time of death, if applicable.

Retaliation Prohibited

Glenn County will not intimidate, threaten, coerce, discriminate against, or take other retaliatory action against an individual who:

- Exercises his/her rights or participates in the Glenn County complaint process;
- Files a complaint with the Secretary of Health and Human Services;
- Testifies, assists, or participates in an investigation, compliance review, proceeding or hearing; or
- Opposes any act or practice unlawful under HIPAA, providing that the individual acted in good faith, believing that the practice was unlawful, the manner or opposition is reasonable, and does not involve disclosure of PHI in violation of HIPAA regulations.

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Original: 02/08/03

Revised: 03/05/04

Glenn County may not require individuals to waive their rights to file a complaint to the U.S. Secretary of the Department of Health and Human Services as a condition of the provision of treatment, payment, or enrollment in a Health Plan, or eligibility for benefits.

Mitigation

Glenn County will mitigate, to the extent practical, any harmful effect that is known to the covered entity of a use or disclosure of protected health information in violation of its policies and procedures or the requirements of HIPAA, by the covered entity or its Business Associates.

Disciplinary Actions

Glenn County will follow the "Chain of Command" system regarding the MOU that outlines progressive stages of feedback to address any issues of non-compliance. These may include:

- Verbal warning
- Written warning
- Written in Annual Evaluation or during Probationary Period
- Written in the Department Personnel File
- Reduction in Pay
- Suspension without Pay
- Demotion
- Dismissal

Glenn County has a progressive discipline policy under which sanctions become more severe for repeated infractions. This policy, however, does not mandate the use of a lesser sanction before Glenn County terminates an employee. In the discretion of management, Glenn County may terminate an employee for the first breach of the facility's security policy or individual policies and standards if the seriousness of the offense warrants such action.

An employee could expect to lose his or her job for a willful or grossly negligent:

- Breach of the integrity and confidentiality of client's protected health information.
- Destruction of computer equipment or data, or
- Violation of HIPAA, its implementing regulations, or any other federal or state law protecting the integrity and confidentiality of patient information.

The County employee may lose, his or her job for a negligent breach of Glenn County's standards for protecting the integrity and confidentiality of patient information.

For less serious breaches, management may impose a lesser sanction, such as:

- A verbal or written warning
- Verbal or written reprimand
- Loss of access
- Suspension without pay
- Demotion, or
- Other sanction

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Original: 02/08/03

Revised: 03/05/04

Violation of the facility's security policy or individual, policies and standards may constitute a criminal offense under HIPAA, other federal laws, such as the Federal Computer Fraud and Abuse Act of 1986, 18, U.S.C. 1030, or state laws. Any employee who violates such a criminal law may expect that Glenn County will provide information concerning the violation to be appropriate law enforcement personnel and will cooperate with any law enforcement investigation or prosecution.

Further, violations of the facility's Confidentiality policy or individual policies and standards may constitute violations of professional ethics and be grounds for professional discipline. Any individual subject to professional ethics guidelines and/or professional discipline should expect Glenn County to report such violations to appropriate licensure/accreditation agencies and to cooperate with any professional investigation or disciplinary proceedings.

Enforcement

All employees of Glenn County are expected to comply and cooperate with the facility's administration of this policy.

This Sanction Policy is intended as a guide for the efficient and professional performance of employees' duties to protect the integrity and confidentiality of medical and other sensitive information. Nothing herein shall be construed to be a contract between the employer and the employee. Additionally, nothing in this Sanction Policy is to be construed by any employee as containing binding terms and conditions of employment. Nothing in this Sanction Policy should be construed as conferring any employment rights on employees or changing their status from at-will employees. Management retains the right to change the contents of this Sanction Policy as it deems necessary with or without notice.

As an employee of Glenn County Health Services Agency, I acknowledge that I have read and fully understand this policy.

Employee Signature

Date

Supervisor Signature

Date

<p>Glenn County Health Services Agency KEY ISSUANCE POLICY</p>

The key policy must be coordinated with alarm access code policy as it sets parameters for after-hour access to the building. All key issuance is subject to the terms of confidentiality. This policy is subject to administrative review. Employee is responsible for the care of the building and keys may only be used for assigned work or authorized activities. Keys may not be used for any other purpose.

1. Keys may only be issued by a central management staff member, and no employee shall possess keys that have not been issued to them.
2. Certain restrictions will be applied to key issuance for controlled areas such as the medication room, client file storage areas, the front offices, the Information Data System rooms, etc.
3. All full-time employees shall be issued keys that permit access to their work area and employee entrances to the building.
4. Public Service Employees will be temporarily issued a key that permits access to their work area and employee entrances to the building.
5. A key to employee entrances may be issued, if necessary upon authorization by the Director, or designee, to other agencies that co-locate at the HSA facility.
6. Long-term interns and volunteers shall utilize shared keys or by supervisor request will be temporarily issued a key to employee entrances only for a specified period of time.
7. Master keys shall be limited to management personnel.
8. Management must approve all key issuance for satellite offices.
9. Crisis workers shall be issued keys for after-hours access.
10. Failure to comply with this policy may lead to disciplinary action/criminal prosecution.

Current Keys: Building & Key # _____ Building & Key # _____
 Building & Key # _____ Building & Key # _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

KEY CARD POLICY

SUBJECT: Key Card Issuance Security Policy

POLICY: See complete HIPAA Facility Access and Security Policy & Procedure
HIPAA Section: Security 164.310(a)(2) (iii).

PROCEDURE

Issuance:

- Supervisors will request key/ key card from Administrative Assistant based upon job function and physical location for current HSA employee's and prior to start date of a new employee.
- Employees will sign Key/Key Card Issuance Policy & HIPAA Facility Access and Security Policy when keys are issued to them and annually with their annual evaluation.
- Keys/Key Cards requested for agency representatives, partners, or contractors must be approved by Department Head or his/her designee.

Lost or Stolen Keys/Key Cards:

- Employees shall report lost, stolen or otherwise misplaced keys/key cards to their supervisor as soon as possible. Supervisors will report lost, stolen or otherwise misplaced keys/key cards to the Administrative Assistant located at the Mental Health Dept. Key cards will be deactivated immediately and a new key card will be issued.

Return of Keys/Key Cards:

- When an employee no longer requires access, keys shall be returned to the agency. Supervisors will request keys from terminating employees as per Glenn County's Termination Checklist.
- Any key card that is not surrendered when requested by agency/department supervisor will be considered lost and de-activated.

Key Card Log

- The key card system includes a user database. This database records all key card activity including which key cards are used, when, where, etc.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

CHILD/ADULT ABUSE REPORTING

Acknowledgement of Obligation to Report Suspected Cases of Child/Adult Abuse

I, _____, hereby acknowledge my obligation to report suspected cases of child abuse under Section 11166 of the Penal Code and abuse or exploitation of elder or dependant adults per W & I Code 15630.

Section 11166 of the Penal Code requires any child care custodian, medical practitioner, non-medical practitioner, or employee of a child protective agency who has knowledge of or observes a child in his/her professional capacity or within the scope of his/her employment whom he/she knows or reasonably suspects has been the victim of a child abuse or report the known or suspected instance of child abuse to a child protective agency immediately or as soon as practically possible by telephone and to prepare and send a written report thereof within thirty-six (36) hours of receiving the information concerning the incident.

Child care custodian includes teachers, administrative officers, supervisors of child welfare and attendance, or certificated pupil personnel employees of any public or private school; administrators of a public or private day camp; licensed day care workers; administrators of community care facilities licensed to care for children; Headstart teachers; licensing workers or licensing evaluators; public assistance workers; employees of a child care institution including, but not limited to , foster parents, group home personnel, and personnel of residential care facilities and social workers or probation officers.

Medical practitioners includes physicians and surgeons, psychiatrists, psychologists, dentists, residents, interns, podiatrists, chiropractors, licensed nurses, dental hygienists, or any other person who is licensed under Division 2 (commencing with Section 500) of the Business and Professions code.

Non-medical practitioner includes state or county public health employees who treat minors for venereal disease or any other condition; coroners; paramedics, marriage, family or child counselors; and religious practitioners who diagnose, examine or treat children.

W & I code 15630 requires that any elder or dependent adult care custodian, health practitioner, or employee of a county adult protective service agency or a local law enforcement agency, within their professional capacity or scope of employment observes an incident that reasonably appears to be physical abuse shall report such incident to their local adult protective services unit. Other types of abuse (neglect, emotional exploitation) may be reported.

An elder is a resident of the state who is sixty-five years of age or older.

A dependent adult is a resident of the state between ages 18 through 64 with physical or mental limitation, which restricts their ability to do normal activities or protect his/her rights.

I acknowledge that my questions regarding this requirement have been answered and that I will discuss with my employer any questions that may arise in the future concerning my obligations under the law.

I will comply with the provisions of Section 11166 of the Penal Code and Section 15630 of the W & I Code.

Employee Signature _____ Date: _____

Supervisor Signature: _____ Date: _____

SUBJECT: County Vehicles/Use of Personal Vehicle
(Created 4/03) (Revised 2/2/09)

POLICY:

The County makes available vehicles for employees to drive while performing County business. Only authorized County employees may drive County vehicles.

When County vehicles are not available, employees may be reimbursed for mileage on their personal vehicle, provided authorization is obtained prior to travel.

PROCEDURE:

1. County Vehicle
 - a. If an employee is traveling on County business, a County vehicle may be available to you. Health Services Agency (HSA) has some vehicles for use. An employee may reserve one of these vehicles by contacting the assigned office.
 - b. If a vehicle is not available through HSA, the employee may contact the Service Center to reserve a fleet vehicle for your travel. This should only be done if travel will take you out of County.
 - d. Employees shall protect the County and County vehicles by doing the following:
 - Follow all traffic laws
 - Only use hands free cell phone devices
 - Wear your seat belt
 - Secure the vehicle by locking doors and putting things of value in the trunk or out of sight.
 - Leave County vehicles clean
 - e. Fines and penalties imposed by a court for a violation while driving on County business are the personal responsibility of the employee.
 - f. Only regular full-time, part-time and PSE employees are authorized to use County vehicles. Others such as volunteers and interns do not have authority to use County vehicles. If there is a need for a volunteer or intern to drive a County vehicle, the Board of Supervisors must approve the use.

- g. Be courteous to other employees who will use the vehicle next. When returning the vehicle, be sure to remove trash from the vehicle and fill the gas tank.

2. Use of Personal Vehicle

- a. Due to the limited number of County vehicles available, a Deputy Director may authorize an employee to use their personal vehicle for County Business. The Authorization to Use Personal Vehicle for County Business Form will be used to obtain approval. This form is for a specified amount of time, typically one year.
- b. If an employee is authorized to use their personal vehicle for County Business, HSA will reimburse mileage at the current rate approved by the Board of Supervisors, provided the insurance requirements of the County are met. The County requires that employee's driving personal vehicles for County business maintain at least the statutory minimum insurance required by the State of California. Proof of insurance must be on file with the Director's Administrative Assistant.
- c. The Director's Administrative Assistant will provide each employee, who is eligible to use their personal vehicle for County business, with an accident packet to keep in their personal vehicle.
- d. When an employee uses their personal vehicle for County business, they will:
 - Follow all traffic laws
 - Only use hands free cell phone devices
 - Wear their seat belt
- e. Fines and penalties imposed by a court for a violation while on County business are the personal responsibility of the employee.

3. Vehicle Accident Reporting

- a. If there are injuries, see that the injured party receives "first aid." Call emergency services (911) as soon as possible. Report injuries to Golden State Risk Management Authority (GSRMA) at 530-934-5633.
- b. Employees will not make any admission as to negligence or fault for any accident, and under no circumstances assume any liability or authorize any repairs on the other party's automobile.

- c. While at the scene of the accident, call local law enforcement to report the accident. Employee will need to obtain a copy of the report. Reports usually require 7-10 days. Have law enforcement document injuries in the report.
- d. Obtain from the other driver(s) involved in the accident:
- Name of driver
 - Driver's license number
 - Date of birth
 - Address
 - Name, phone number and policy number of their auto insurance carrier
 - Vehicle license plate number
 - Model, year of vehicle

This information should be collected on the Vehicle Incident Information Form in the glove box of the vehicle.

- e. Make available to the other driver(s):
- Your name
 - Driver's license number
 - Date of birth
 - County agency address
 - Name, phone number and policy number of the county auto insurance carrier
 - Vehicle license plate number
 - Model, year of vehicle
- f. If the vehicle is drivable and employee is not seriously injured, drive the vehicle back to the office and notify your supervisor immediately.
- g. If the vehicle is not drivable and employee is not seriously injured, either contact the service center, if county vehicle, or a towing company, if private vehicle. Return to the office and notify your supervisor immediately.
- h. If employee is injured, seek medical attention prior to returning to the office. Contact your supervisor to inform them of the accident and notify them that you are seeking medical attention.
- i. Fill out the County of Glenn Incident Report Form & Glenn County Vehicle Incident Information Form and forward them to the Director's

**Health Services Agency Policy Manual
Administration Section
County Vehicles/Use of Personal Vehicles**

Administrative Assistant. Forms and policy will be in all County Vehicle glove boxes and have been provided to employees for their personal vehicle. If employee does not have a forms packet, see the Director's Administrative Assistant to obtain one.

- j. If employee was transporting clients and they are injured, ask them if they wish to seek medical attention and if so, do they have transportation.
- k. If the client does not have the means to transport himself/herself, make the appropriate arrangements as per policy.
- l. If the client is seeking medical assistance, obtain a release of information so that the County can obtain medical information for future reports.
- m. Do not sign any statement or discuss the accident with any adjuster, attorney or representative of the injured or damaged party. Refer all claimants to Golden State Risk Management Authority at 530-934-5633.

**See County of Glenn Incident Report Form
Glenn County Vehicle Incident Report Form**

Authorization to Use Personal Vehicle for County Business

I, _____, request to use my personal vehicle for County Business when a County vehicle is unavailable. I understand that I must maintain at least the minimum amount of insurance required by California Law. I will provide a copy of the current certificate of insurance, for my vehicle, to the Director's Administrative Assistant. If a current certificate is not on file, I will not be eligible for reimbursement for mileage.

If at any time my vehicle insurance lapses, I will no longer be eligible for mileage reimbursement. I understand that the agency may revoke this request at any time. If this request is revoked, I will be paid for any mileage that was driven for County business prior to the revocation.

Employee Signature

Date

The above request is approved for the dates of _____ through _____ . If this authorization is revoked, the employee will be reimbursed for mileage driven for County business prior to the revocation.

Director/Deputy Director Signature

Date

**COMPETENCY CHECK-OFF FORM FOR MEMBERS
PARTICIPATING IN THE CRISIS PROGRAM**

Name of Participant _____

- _____ 1. Has successfully completed a 5150 process
Has demonstrated knowledge of mental health and substance abuse issues which
- _____ 2. commonly present during crisis.
- _____ 3. Is able to differentiate between the community as crisis client and the individual
as a crisis client.
- _____ 4. Has demonstrated knowledge and has completed the necessary and required
paperwork to ensure maximum financial stability of the crisis program.
- _____ 5. Is able to participate as a team member.
- _____ 6. Has demonstrated good clinical judgment; knowing when to seek guidance on
any clinical issue which is not clear to them.
- _____ 7. Has the ability to work professionally and effectively with staff and citizens
outside of Health Services Agency.
- _____ 8. Understands the W & I Code and the various laws and regulations as it relates to
crisis work.
- _____ 9. Has demonstrated the willingness and ability to respond to a crisis.
- _____ 10. Fully follows the Policies and Procedures as outlined by the Agency.
- _____ 11. Is competent in the ability to complete a mental staff exam report.
- _____ 12. Is able to relate to other professional staff outside of the Health Services Agency
such as physicians, law enforcement, CPS, nurses, hospital administration, and
Health Services Agency administration.
- _____ 13. Has demonstrated good clinical judgment.
- _____ 14. Is able to relate to the various inpatient facilities for which Glenn County Health
Services Agency has a contract responsibility.
- _____ 15. Is able to communicate clearly and without hesitation the positive aspects of the
program as well as areas that need improvement to their supervisor.

Employee Print Name

Signature

Date

Supervisor Print Name

Signature

Date

*Director Print Name

Signature

Date

**Approval by Mental Health Director for authority to initiate a 5150*



GLENN COUNTY
Health Services Agency

EMPLOYEE ELECTRONIC SIGNATURE AGREEMENT

This agreement governs the rights, duties, and responsibilities of Glenn County in the use of an electronic signature in Glenn County. The undersigned (I) understands that this Agreement describes my obligations to protect my electronic signature, and to notify appropriate authorities if it is stolen, lost, compromised, unaccounted for, or destroyed. I agree to the following terms and conditions:

I agree that my electronic signature will be valid from date of issuance unless revoked or terminated per the terms of this agreement. I am given the opportunity to reset my electronic signature password at anytime. The terms of this Agreement shall apply to each established electronic signature.

I will use my electronic signature to establish my identity and sign electronic documents and forms. I am solely responsible for protecting my electronic signature. If I suspect or discover that my electronic signature password has been stolen, lost, used by an unauthorized party, or otherwise compromised, then I will immediately notify the Glenn County Health Services Agency Director or his/her designee and request that my electronic signature be revoked. I will then immediately cease all use of my electronic signature until I can reset my electronic signature password. I agree to keep my electronic signature secret and secure by taking reasonable security measures to prevent it from being lost, modified, or otherwise compromised, and to prevent unauthorized disclosure of, access to, or use of it or of any media on which information about it is stored.

I will immediately request that my electronic signature be revoked if I discover or suspect that it has been or is in danger of being lost, disclosed, compromised or subjected to unauthorized use in any way. I understand that I may also request revocation at any time for any other reason.

If I have requested that my electronic signature be revoked, or I am notified that someone has requested that my electronic signature be suspended or revoked, and I suspect or discover that it has been or may be compromised or subjected to unauthorized use in any way, I will immediately cease using my electronic signature. I will also immediately cease using my electronic signature upon termination of employment or termination of this Agreement.

I further agree that, for the purposes of authorizing and authenticating electronic health records, my electronic signature has the full force and effect of a signature affixed by a paper document.

I understand that my signature certifies that information signed utilizing my electronic signature is not false, fictitious, or fraudulent.

Staff Signature <i>(include credentials; if none, provide job title)</i> :	
Staff Printed Name:	Date:
Supervisor Signature & Title:	

CHAPTER 12.04 ALCOHOL AND DRUG ABUSE POLICY

12.04.02	<i>Purpose</i>
12.04.04	<i>Policy</i>
12.04.06	<i>Application</i>
12.04.08	<i>Employee Responsibility</i>
12.04.10	<i>Management Responsibilities</i>
12.04.12	<i>Physical Examination</i>
12.04.14	<i>Results of Drug and Alcohol Analyses</i>
12.04.16	<i>Confidentiality</i>

12.04.02 Purpose

A. It is the intention of this policy to eliminate substance abuse and its effects in the workplace. While Glenn County has no intention of intruding into the private lives of its employees, involvement with drugs and alcohol off the job can take its toll on job performance and employee safety. The Board's concern is that employees be in a condition to perform their duties safely and efficiently, in the interests of their fellow workers and the public as well as themselves. The presence of drugs and alcohol on the job, and the influence of these substances on employees during working hours, are inconsistent with this objective.

B. Employees who think they may have an alcohol or drug usage problem are urged to voluntarily seek confidential assistance from the Employee Assistance Program (EAP). While Glenn County will be supportive of those who seek help voluntarily, Glenn County will be equally firm in identifying and disciplining those who continue to be substance abusers and do not seek help.

C. Supervisors will be trained to recognize abusers and become involved in this control process.

D. This policy provides guidelines for the detection and deterrence of alcohol and drug abuse. It also outlines the responsibilities of Glenn County managers and employees. To that end Glenn County will act to eliminate any substance abuse (alcohol, illegal drugs, prescription drugs or any other substance which could impair an employee's ability to safely and effectively perform the functions of the particular job) which increases the potential for accidents, absenteeism, substandard performance, poor employee morale or damage to the County's reputation. All persons covered by this policy should be aware that violations of the policy may result in discipline.

E. In recognition of the public service responsibilities entrusted to the employees of the County, and that drug and alcohol usage can hinder a person's ability to perform duties safely and effectively, the County adopts the following policy against drug and alcohol abuse.

12.04.04 Policy

A. It is Glenn County's policy that employees shall not be under the influence of or in possession of alcohol or drugs; nor possess alcohol or drugs while on County property, at work locations, or while on duty or on a paid standby status, shall not utilize such substances while they are on a paid standby status; employees shall not sell or provide drugs or alcohol to any other employee or to any person while such employee is on duty or on a paid standby status; and employees shall not report to the job site with their ability to work impaired as a result of the use of alcohol or drugs.

B. Prescription Drugs. While the use of medically prescribed medications and drugs is not per se a violation of this policy, the following policies shall apply to prescription drugs:

1. Failure by the employee to notify his or her supervisor, before beginning work, when taking medications or drugs which could foreseeably interfere with the safe and effective performance of such employee's duties or operation by such employee of County equipment can result in discipline.
2. In exercising the supervisor's discretion in assignments of duties in the event there is a question regarding an employee's ability to safely and effectively perform assigned duties while using such medication or drugs, clearance

from a qualified physician may be required by the County.

3. For purposes of this subdivision (B) "medications or drugs which could foreseeably interfere with the safe and effective performance of such employee's duties or operation by such employee of County equipment" shall mean medications or drugs that have written warnings advising that the drug or medication could cause drowsiness or other side effects that could effect performance or judgment on the job.

C. The County reserves the right to search, with reasonable suspicion, all areas and property in which the County maintains control or joint control with the employee. Also, the County may notify the appropriate law enforcement agency that an employee may have illegal drugs in his or her possession or in an area not jointly or fully controlled by the County.

D. Employees reasonably believed to be under the influence of alcohol or drugs, upon order of the department head or the employee's immediate supervisor, shall not engage in further work until reasonable, appropriate and safe action can be taken to ensure the safety of the work place.

E. The County is committed to providing reasonable accommodation to those employees whose drug or alcohol problem classifies them as handicapped under federal or state law.

F. The County has established the EAP to assist those employees who seek help for alcohol or drug problems. Employees should contact their supervisors, the Personnel Department or the EAP counselor for additional information.

G. The Employee Assistance Program may be offered employees as an alternative to employee disciplinary action, if appropriate.

12.04.06 Application

This policy applies to all employees of and to all applicants for positions with the County. This policy applies to alcohol and to all substances, drugs, or medication, legal or illegal, which could impair an employee's ability to effectively and safely perform the functions of the job.

12.04.08 Employee Responsibility

Employees have the following responsibilities:

A. They shall not report to work or be on paid standby status while their ability to perform job duties is impaired due to on or off duty alcohol or drug use.

B. They shall not possess or use alcohol or impairing drugs (illegal drugs and prescription drugs without a prescription) during working hours or while on paid standby status, on breaks, or at anytime while on County property.

C. They shall not directly or through a third party sell or provide drugs or alcohol to any person, including any employee, while either employee or both employees are on duty or on paid standby status.

D. They shall submit to an alcohol and drug test when requested pursuant to section 12.04.10 (B) below.

E. They shall notify their supervisor, before beginning work, when taking any medication or drugs, prescription or non-prescription, as defined in paragraph (B) (3) of section 12.04.04, above.

F. They shall provide upon request a bona fide verification of a current valid prescription for any potentially impairing drug or medication identified when a drug screen/test is positive. The prescription must be in the employee's name.

12.04.10 Management Responsibilities and Guidelines

A. Managers and supervisors are responsible for reasonable enforcement of this policy.

B. Managers and supervisors may request that an employee submit to a drug or alcohol test when a manager or supervisor has a reasonable suspicion that an employee is intoxicated or under the influence of drugs or alcohol while on the job or on paid standby status.

"Reasonable suspicion" is a belief based on objective facts sufficient to lead a reasonably prudent supervisor to suspect that an employee is under the influence of drugs or alcohol so that the employee's ability to perform the functions of the job is impaired or the employee's ability to perform the job safely is reduced.

For example, any of the following may constitute reasonable suspicion:

1. Slurred speech;
2. Alcohol odor on breath;
3. Unsteady walking and movement;
4. An accident involving County property;
5. Physical altercation;
6. Verbal altercation;
7. Unusual behavior;
8. Non job required possession of alcohol or drugs;
9. Information obtained from a reliable person with personal knowledge.

C. Any manager or supervisor requesting an employee to submit to a drug or alcohol test should document in writing the facts constituting reasonable suspicion that the employee in question is intoxicated or under the influence of drugs.

D. Any manager or supervisor encountering an employee who refuses an order to submit to a drug or alcohol analysis upon request shall remind the employee of the requirements and disciplinary consequences of this policy. Where there is reasonable suspicion that the employee is then under the influence of alcohol or drugs, the manager or supervisor shall take appropriate, safe and reasonable action to ensure the safety of the employee, other employees and the work place in general.

E. Managers and supervisors shall not physically search the person of employees, nor shall they search the personal possessions of employees without the freely given consent of, and in the presence of, the employee.

F. Managers and supervisors shall notify their department head or designee when they have reasonable suspicion to believe that an employee may have illegal drugs in his or her possession or in an area not jointly or fully controlled by the County. If the department head or designee concurs that there is reasonable suspicion of illegal drug possession, the department head shall notify the appropriate law enforcement agency.

12.04.12 Physical Examination

The drug and alcohol tests may test for any substance which could impair an employee's ability to effectively and safely perform the functions of the employee's job.

12.04.14 Results of Drug and Alcohol Analysis

A. Pre-employment Physicals

1. A positive result from a drug or alcohol analysis may result in the applicant not being hired where the applicant's use of drugs or alcohol could affect requisite job standards, duties or responsibilities.
2. If a drug screen is positive at the pre-employment physical, the applicant must provide within 24 hours of request bona fide verification of a valid current prescription for the drug identified in the drug screen. If the prescription is not in the applicant's name or the applicant does not provide acceptable verification, or if the drug is one that is likely to impair the applicant's ability to perform the job duties, the applicant may not be hired.

B. During Employment Alcohol/Drug Tests

1. A positive result from a drug or alcohol analysis may result in disciplinary action.
2. If the drug screen is positive, the employee must provide within 24 hours of request bona fide verification of a valid current prescription for the drug identified in the drug screen. The prescription must be in the employee's name. If the employee does not provide acceptable verification of a valid prescription, or if the prescription is not in the employee's name, or if the employee has not previously notified the employee's supervisor pursuant to section 12.04.08 (E), the employee will be subject to disciplinary action.
3. If an alcohol or drug test is positive for alcohol or drugs, the County shall conduct an investigation to gather all facts. The decision to discipline or terminate will be carried out in conformance with applicable disciplinary policies.

12.04.16 Confidentiality

Laboratory reports or test results shall not appear in an employee's general personnel folder. Information of this nature will be contained in a separate confidential medical folder that will be securely kept under the control of the Personnel Director. The reports or test results may be disclosed to County management on a strictly need-to-know basis and to the tested employee upon request. Disclosures, without the employee's consent, may also occur under the following circumstances:

- A. The information is compelled by law or by judicial or administrative process to be disclosed;
- B. The information has been placed at issue in a formal dispute between the employer and employee;
- C. The information is to be used in administering an employee benefit plan; and
- D. The information is needed by medical personnel for the diagnosis or treatment of the employee, who, as a patient, is unable to authorize disclosure.

Employee Signature

Date

Supervisor Signature

Date