BEFORE THE BOARD OF DIRECTORS OF THE
KLAMATH 9-1-1 EMERGENCY COMMUNICATIONS DISTRICT

IN THE MATTER OF UPDATING POLICY CHAPTER 1 INTRODUCTION, 2 PERSONNEL , 5 MEETINGS AND RECORDS & 7 ACCOUNTING	)))	RESOLUTION 26-11

RESOLUTION 26-11
BE IT RESOLVED that Klamath 9-1-1 Emergency Communications District operates under its adopted District Policy and Procedures.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of Klamath 9-1-1 Emergency Communications District do hereby authorize and adopt the added and updated policy language to district policy chapter one, two and five.

Chapter 1

- Add red-letter language and remove strikethrough language throughout the entirety of Chapter 1.
- Add red-letter language throughout Chapter 2.
- Add red-letter language to Chapter 5, 5-12 through 5-15
- Add red-letter language throughout the entirety of Chapter 7.

Attachments:
Chapter 1, 2, 5 and 7 with changes identified.

This matter having come before them at their meeting on August 19th, 2026.

ATTEST:

Amanda Rose, Executive Director	Jan Bos, Vice Chair

Introduction, Overview and Purpose

Klamath 9-1-1 Emergency Communications District, herein after referred to as "the District " or "agency", was formed under ORS Chapter 198, Special Districts and Emergency Communications District ORS 401.818 to 401.857 in 1986.

The purpose of this policy manual is to ensure that each employee is provided the knowledge of the agency rules for the effective performance of job duties.

A Policy is defined as "a principle, plan or course of action". Procedure is defined as "the act, method or manner of proceeding in some action"; therefore, District procedures will be maintained under separate cover in specific areas of operation.

The District Executive Director is the approving authority for agency procedures. The Executive Director will work with the Board of Directors in the creation or revision of policies and their implementation.

Since it is not possible to anticipate every situation that may arise or to prescribe a specific course of action to each scenario, all employees are expected to exercise common sense and good judgment in the delivery of agency services. All employees are encouraged to submit, through proper channels, proposals for new policies, changes to existing policies and the deletion of any policy no longer applicable to agency operations. Proposals must be submitted in writing to the Executive Director. The originator is responsible to provide all appropriate information to the Director enabling them to make an informed decision as to the feasibility of the change or addition.

Each employee is responsible for their own knowledge of District policies, and a copy of the manual will be made available to all employees.

ORGANIZATIONAL FUNCTIONS AND AREAS OF RESPONSIBILITY

Klamath 9-1-1 Emergency Communications District ("the District") operates through a coordinated structure designed to ensure efficient delivery of emergency communications services to Klamath and Lake Counties. This section provides a detailed description of the primary organizational components and the responsibilities assigned to each, to promote a clear understanding of roles, operational expectations, and the services provided by the District.

Executive Director

The Executive Director serves as the chief administrative authority of the District. Responsibilities include overall leadership, policy development, financial oversight, legislative compliance, personnel management, strategic planning, and coordination with the Board of Directors. The Executive Director approves agency procedures and ensures their implementation across the organization.

Board of Directors
The Board provides governance and oversight for the District. The Board collaborates with the Executive Director in establishing policy, approving budgets, setting long-term strategic priorities, and ensuring compliance with state and federal requirements related to emergency communications.

Operations Manager
The Operations Manager provides leadership and oversight of daily Communications Center operations under the direction of the Executive Director. Responsibilities include supervising the Communications Supervisor and dispatch staff; recommending hiring decisions and disciplinary actions; managing new-hire and annual training programs; conducting quality assurance reviews and employee evaluations; and maintaining employee training files. The Operations Manager oversees operational performance and maintenance of critical Communications Center equipment and systems, including CAD, telephone, radio, logging recorder, and backup power systems. They develop operational plans such as evacuation, backup, and disaster recovery procedures.

Business Manager
The Business Manager supports the administrative and financial operations of the District. Responsibilities include managing accounts payable and receivable, purchasing, payroll processing, budget tracking, financial reporting, and coordination of audits in accordance with state and local requirements. The Business Manager assists the Executive Director in developing and monitoring the annual budget, oversees vendor and contract management, ensures proper recordkeeping and compliance with financial policies, and provides administrative support to internal staff and partner agencies. The Business Manager also maintains office operations, oversees supply and inventory management, and supports the District's business functions to ensure efficient and transparent administrative processes.

Communications Supervisor
The Communications Supervisor provides direct oversight of daily Communications Center operations under the direction of the Operations Manager. They supervise Lead Telecommunication Specialists and Telecommunication Specialists, ensuring compliance with District policies, procedures, and the collective bargaining agreement. Responsibilities include monitoring center activity, providing guidance during unusual incidents, assisting with training programs, supporting the quality assurance process, maintaining staffing schedules, processing time-off requests, and preparing required documentation. The Supervisor also supports partner-agency coordination, assists with recruitment and onboarding, and collaborates with technical support to troubleshoot and maintain critical communications equipment and systems.

Lead Telecommunicators
Lead Telecommunicators support daily operational performance by providing on-shift leadership, coordination, and subject-matter guidance to telecommunicators. They assist with workload management, monitor adherence to District policy and procedures, and support consistent application of call-taking and dispatching standards. Lead Dispatchers help facilitate training, mentor new staff, assist with quality assurance follow-up, and act as an operational resource during complex or high-risk incidents. They may also assist the

Communications Supervisor and Operations Manager with shift-level documentation, operational updates, and communication of expectations to staff. Their role strengthens continuity of service, promotes operational consistency, and ensures dispatch personnel have readily available support during daily operations.

Telecommunicators (Call-Takers and Dispatchers)

Telecommunicators are responsible for answering emergency and non-emergency calls, determining the nature and priority of incidents, creating calls for service in CAD, dispatching appropriate resources, providing pre-arrival and post-dispatch instructions when required, and maintaining situational awareness of field activities. Telecommunicators are expected to apply District procedures, required protocols, and professional communication standards while delivering accurate, timely, and compassionate service to the public and partner agencies.

QA Support Specialist

The Quality Assurance Support Specialist provides administrative and quality-control support to the District under the direction of the Executive Director. Core duties include serving as receptionist and assisting the public, processing records requests submitted by citizens, and conducting monthly QA sampling. The Specialist performs clerical tasks that support daily administrative operations and contributes to the District's quality assurance program.

Technical Systems and Records

The District maintains essential communications technology including CAD, radio infrastructure, telephony systems, and related equipment. District personnel ensure compliance with CJIS standards, security requirements, and proper system stewardship. Access to District systems and records is restricted to official business and governed by policy.

Partner Agencies

The District provides dispatch and communications services to public safety agencies throughout Klamath and Lake Counties. Each partner agency retains authority over its operational response, field resources, and supervisory oversight. Clear communication, mutual cooperation, and shared understanding of procedures ensure effective delivery of emergency services.

WRITTEN DIRECTIVES

The purpose of this policy is to establish and maintain a standardized Written Directive System for the development, revision, dissemination, and maintenance of agency policies and procedures. This system ensures consistency, accuracy, accountability, and transparency in how the District manages its governing documents.

Written Directive System

The District shall maintain a formal Written Directive System used by the Executive Director to create, modify, or rescind agency policies and procedures. The system will ensure that all directives are developed in an organized, traceable, and consistently applied manner.

Procedures for Formatting, Indexing, Purging, and Updating

The Written Directive System shall include standardized processes for:

- Formatting policies and procedures in a consistent structure and style.
- Indexing documents to ensure easy reference and accessibility.
- Purging outdated, obsolete, or superseded directives according to the District's records retention schedule.
- Updating existing directives to reflect changes in law, best practice, workflow, technology, or organizational structure.
- Documenting all revisions, including version numbers, approval dates, and a summary of changes.

Staff Review and Input Prior to Implementation

Before implementation of any new or revised directive:

- Draft documents shall be distributed to relevant staff for review.
- Employees will be given an opportunity to provide feedback, suggestions, or clarification requests.
- The Executive Director, or designee, will review staff input and incorporate appropriate changes prior to final approval.

This process ensures that directives are operationally practical and reflect the expertise of personnel affected by the policy.

Access to Current Policies and Procedures

The District shall ensure that:

- All employees have access to the current version of the policy and procedure manual.
- The manual may be provided in written or electronic form.
- Employees are responsible for maintaining awareness of updates and verifying they are referencing current versions.
- Outdated copies must be discarded or removed from circulation to prevent unintentional use.

Training on New or Revised Policies

The District shall provide training whenever policies or procedures are newly implemented or significantly revised. Training may include:

- Briefings or staff meetings.
- Computer-based or written instructional materials.
- Formal or informal training sessions appropriate to the complexity of the changes.

Training must be completed prior to the effective date of the directive unless an emergency implementation requires immediate action.

Authority to Issue Written Directives

The Executive Director is the primary authority for approving and issuing agency directives authorized by the Board of Directors. The District may identify additional individuals or positions authorized to issue written directives, including but not limited to:

- Operations Manager
- Business Manager
- Communications Supervisor
- Other designated management personnel as authorized in writing by the Executive Director

Individuals with delegated authority may only issue directives within the scope of their assigned responsibilities and must follow the established Written Directive System.

FORMATION

The 1981 session of the Oregon Legislature resulted in a mandate, ORS Charter 401, that every public and private safety provider in the State participates in an emergency telephone system by 1991. In addition to establishing a 3 percent telephone tax to fund implementation of the legislature setting forth minimum standards and planning requirements that local jurisdictions would have to follow.

In 1983 a planning committee was formed under the chairmanship of Sheriff Durgee for the purpose of complying with ORS 401, and by 1985 a consulting firm (WCA, Inc.) was retained by the planning committee to prepare and submit a combined preliminary/final plan for State approval. In 1986 an Intergovernmental Agreement was signed by all public and private safety providers in the County creating the Klamath County 9-1-1 Communications Agency. This agreement called for the establishment of a User Board and an Executive Board to oversee the agency and set policies. In May, 1987, a director was hired by the Executive Board to serve as administrative head of the agency, and in June, 1987, final approval of the County's plan was granted by the State allowing the agency to move forward with implementation of the 9-1-1 system.

On June 1, 1989, 9-1-1 service was initiated by the agency for all areas of the County except Merrill and Malin who maintain their own PSAP's. In 1995 the Agency became a Special Communications District. In 1998 a permanent tax rate was established at a rate of 0.1541% per $1000 assessed property value County wide.

The District had pursued a joint project for a new facility with the Klamath Falls Police Department, and Fire District 1 in November of 2006 which failed. There were failed levy attempts in May 2008 and November 2009. In 2010 the District, utilizing a USDA Rural Development guaranteed loan constructed the facility on Shasta Way where we currently operate. The District drafted its updated strategic plan in the Fall of 2012. In May of 2014, in accordance with that plan, The District passed a 5 year $0.08 per assessed thousand operatizing levy. A new $0.19 levy passed in 2024 securing funding through 2029. Every effort will be made to renew the levy in 2029 to ensure uninterrupted funding.

- Access is restricted to Executive Director, Operations Manager, Communications Supervisor, QA Reviewers, and HR as appropriate.

Reporting & Continuous Improvement

- Monthly Summary: Provides shift-level and district-level performance trends, including sampling compliance across call types and time blocks.
- Quarterly Review: Evaluates training needs, identifies policy updates, and recommends systemic improvements.
- Annual QA Report: Prepared by the Operations Manager and submitted to the Executive Director; outlines training requirements, staffing considerations, and policy revision recommendations.

Training & Competency

- QA Reviewers will receive initial and annual refresher training on evaluation methods, rubric use, bias mitigation, and documentation standards.
- Telecommunicators receive orientation to the QA policy during onboarding and annual policy refreshers.

Non-Discrimination & Fair Application

QA evaluations are conducted consistently and equitably for all personnel, ensuring no discrimination. Sampling and scoring methods are designed to minimize bias and provide an accurate representation of performance. All evaluation processes are documented and communicated clearly to promote transparency, and results are tracked and reviewed to maintain accountability throughout the QA program.

Policy Maintenance

This policy will be reviewed annually or sooner if procedural, technological, or regulatory changes occur. Proposed amendments will be submitted to the Executive Director for approval.

NATIONAL INCIDENT MANAGEMENT SYSTEMS (NIMS) STANDARD

This agency will comply with the President's Homeland Security Directive (HSPD)-5 which directed the Secretary of the Department of Homeland Security to develop the (NIMS) system. By resolution, this agency has adopted NIMS and utilizes the Incident Command System as its organizational tool to respond to emergencies. During a multijurisdictional and/or multi-agency event, this agency will fully implement plain language communications for all interagency public safety operations; standard terminology in response operations; standardized terminology in publications.

AGENCY RECORD AND SYSTEMS USE

The District's facilities, records, computers, and operating systems are restricted with limited employee access. The removal, alteration, destruction, personal use and unauthorized dissemination of District records or information obtained from District operating systems are prohibited unless expressly authorized by the Executive Director, and in accordance with state record retention requirements. Any record that should be purged in accordance with state record retention requirements will be documented using the Record Destruction Form.

Each employee is authorized access to specific types of records, data, programs or equipment as they relate to their assigned duties; employees are prohibited from District records that do not relate to their job duties. Employees are prohibited from obtaining, downloading, viewing or otherwise gaining access to materials which may be deemed unlawful, harmful, abusive, obscene, pornographic, descriptive of destructive devices, or otherwise objectionable through any hard copy, telephone or electronic device.

"Hacking" and vandalism of any network or technology system is prohibited. Employees who engage in investigatory activities commonly described as "hacking" are subject to discipline. Hacking may be described as the unauthorized review, duplication, dissemination, removal, damage, or alteration of files, passwords, computer systems, or programs, or other property of the District. Vandalism of the network is defined as any malicious attempt to alter, harm, or destroy equipment or data of the District. This includes, but is not limited to the uploading or the creation of computer viruses, the alteration of data, or the unauthorized access to or theft of restricted information.

Employees are expected to maintain CJIS Security standards with all applicable information and records. The District's access, programs and records are for official work-related purposes and any personal use is prohibited unless specifically authorized by the Executive Director.

District personnel should have no expectation of privacy within the District facilities or when using or accessing District controlled or authorized data or programs. The District reserves the right at any time and without prior notice to monitor and review employee use of computers, networks, programs, e-mail service, internet access, and other electronic resources, to ensure that such use is made in accordance with this policy. Additionally, the District does monitor all activities on telephone and computer systems owned and operated by the District. Thus employees have no right to privacy with regard to any District property. Any violation of this policy will result in disciplinary action.

COMMUNITY EDUCATION AND SERVICE POPULATION ANALYSIS

Opportunities to Educate Citizens on Agency Objectives

The District recognizes the importance of fostering community understanding of its mission, operational responsibilities, and service capabilities. To promote transparency, strengthen public trust, and improve emergency communication outcomes, the District will provide opportunities to educate citizens about agency objectives, including but not limited to:

- Public meetings and presentations hosted by the District or community partners.

- Digital outreach, including informational posts on official websites and social media platforms.

- Community training events, such as 9-1-1 education, emergency preparedness, and youth engagement activities.

- Participation in community forums, safety fairs, and interagency engagement opportunities.

- Distribution of informational materials describing how 9-1-1 services operate, the role of Telecommunicators, and best practices for contacting emergency services.

Educational outreach will emphasize the District's mission, its role in emergency response structures, responsibilities as the Primary Safety Answering Point (PSAP), and expectations for public use of emergency and non-emergency communications.

Identifying Active or Potential Issues Between the Agency and Service Population
To ensure the District remains aware of evolving community needs, concerns, and potential friction points, the following procedures will be used to identify active or emerging issues within the service population:

Continuous Monitoring and Feedback Collection
The District will routinely monitor indicators of service concerns through:

- Community feedback received through calls, emails, or public comment channels.
- Trends observed in complaints or commendations.
- Feedback provided by partner agencies, including law enforcement, fire, and EMS.
- Results of Quality Assurance reviews and operational reports.

Analysis of Service Patterns
Communications Supervisor, Operations Manager, and the Executive Director will review:

- Repeat call types indicating potential service gaps.
- Geographic or demographic patterns of concern.
- Operational challenges identified by telecommunicators or field responders.
- Technology or infrastructure issues impacting service quality.

Interagency Collaboration
The District will coordinate with partner agencies to identify:

- Emerging public safety challenges affecting communication demands.
- Community incidents or trends requiring public engagement or messaging.
- Opportunities for joint education or proactive issue mitigation.

Identification and Escalation of Issues

When an active or potential issue is identified, the Communications Supervisor will document it and forward the concern to the Operations Manager or Executive Director, who will:

- Determine whether the issue requires further review or community communication.
- Identify appropriate outreach or corrective action strategies.
- Integrate findings into operational planning, training, or policy development.

Community Engagement for Issue Resolution

When appropriate, the District may engage directly with the public or stakeholder groups to:

- Clarify concerns or misunderstandings.
- Provide additional information or education.
- Collaborate on community safety messaging.
- Adjust communication strategies to improve service outcomes.

Review and Update

These public engagement and issue-identification procedures will be reviewed annually to ensure they remain effective and aligned with the District's mission, operational priorities, and evolving community needs.

bargaining agreements, and ordinances and resolutions adopting and/or amending the personnel rules and regulations.

The Executive Director is charged with responsibility for the interpretation and application of the policies.

The Executive Director shall be responsible for ensuring the effective implementation of these rules and regulations and may further establish, amend, or otherwise modify administrative rules and regulations pursuant to board policies and shall advise the board on any changes concerning these rules and regulations. The board delegates to Executive Director broad discretion in all aspects of personnel and labor relations, subject to the advice and concurrence of the board.

To ensure continuity of operations and decision-making authority during periods when the Executive Director is unavailable, the District establishes the following order of succession. This succession applies to temporary absences, emergent circumstances, or any situation in which the Executive Director is unable to perform their duties.

1. **Operations Manager**
   In the absence of the Executive Director, the Operations Manager shall assume operational and administrative authority for the District. The Operations Manager is authorized to make decisions necessary to ensure the continuation of essential services, personnel oversight, and compliance with District policies and procedures.

2. **Communications Supervisor**
   If both the Executive Director and Operations Manager are unavailable, the Communications Supervisor shall assume responsibility for urgent operational oversight. The acting Communications Supervisor may make time-sensitive decisions required to maintain operational stability but shall defer non-emergent administrative decisions until the Executive Director or Operations Manager is available.

3. **Business Manager (for Administrative/Financial Matters)**
   In circumstances where the Executive Director and Operations Manager are unavailable, the Business Manager is authorized to act on administrative, fiscal, and regulatory compliance matters within the scope of established District policies. The Business Manager is not responsible for operational command decisions but may execute necessary administrative functions to maintain continuity of business operations.

Limitations of Authority

Any individual acting under this succession order shall exercise only the authority necessary to maintain operations and may not implement new policies, alter existing policies, or take disciplinary action beyond what is required for immediate operational safety. Permanent decisions shall be deferred until the Executive Director returns or the Board of Directors provides direction.

Notification Requirement

Whenever succession is activated, the individual assuming temporary authority must notify staff and, when appropriate, the Board Chair as soon as reasonably possible.

In the event of a conflict in language, interpretation or application of a collective bargaining agreement, where specific collective bargaining agreement language differs from these policies and procedures, the language contained in the collective bargaining agreement shall take precedence over the Agency policies and procedures for any employee covered by such collective bargaining agreement.

APPOINTMENTS, QUALIFICATIONS, AND SEPARATION

Job Announcement

For each vacant position to be filled, the district will review the duties and responsibilities, and the FLSA designation, prior to posting notice inviting applications. A job announcement will be made for any vacant position within the District and shall be initiated by the Executive Director. The announcement shall specify the title of the position, the salary range offered, the general duties and responsibilities, summary of benefits offered, qualification requirements, veterans' preference statement, and specifics of how to apply. Job announcements shall be posted on appropriate bulletin boards, and may be published in newspapers or newsletters. Job announcements will be posted a minimum of 2 weeks prior to the closing date.

Veterans Preference

Oregon law requires all public employers provide employment and promotion preference to veterans, including national guard members, and disabled veterans who qualify for civil service positions.

- Eligibility - Preference is afforded only to veterans and disabled veterans who:
  - Successfully complete the initial screening, application examination, or civil service test;
  - Meet all minimum qualifications and any special qualifications for the position;
  - Provide required documentation to confirm eligibility:
    - Veterans (non-disabled): +5 percentage points
      - Applicants must provide:
        - Copy of Form DD-214 or 215 (Certificate of Release or Discharge from Active Duty)
        - Must show honorable discharge or general discharge under honorable conditions.
    - Disabled veterans: +10 percentage points
        - Applicants must provide:
        - A copy of Form DD-214 or 215, and

Job Descriptions

The District will establish job descriptions for all positions within the agency and review them at least annually to ensure they accurately align with duties performed. Updates will be made as needed to reflect current job responsibilities, operational requirements, and organizational needs.

Duration of Employment

All employees, except temporary employees, are hired for an unspecified duration. The District may not guarantee employment for any specific length of time. Employment is at the mutual consent of the employee and the District. Accordingly, either the employee or the District can end the employment relationship at any time, in accordance with District procedures and applicable collective bargaining agreements. Discipline and discharge may occur subject to the policies and procedures, except these shall not apply to a probationary employee.

Anniversary Dates:

Employees hired as Telecommunications Specialists or Call Takers may have separate dates to be taken into consideration. First, will be the date of hire into a specific status or classification which becomes their anniversary date used to determine vacation accrual and seniority consideration. The second date is the date they attain "solo status" in their classification and complete their basic in-house training requirements. This date is used to establish pay step increases and probationary status.

Volunteers

Volunteers are not employees of the District. Volunteers receive only those benefits expressly conferred in writing or by law. Workers' compensation insurance will not be provided to volunteers. The service of a volunteer may be discontinued at any time for any reason. Volunteers must abide by all applicable rules, policies, and practices of the District, and are held to the same standard of performance as applies to regular employees. Volunteers serve at the pleasure of the District and the volunteer, and either may end the volunteer arrangement at any time. For the purpose of this section, elected Board Members are not considered volunteers.

Employment of Relatives

Relatives of employees may be hired by the District only if individuals concerned do not work in a direct supervisory relationship or otherwise create a potential conflict of interest that would interfere with the normal operation of the District. "Close family members" include current spouse, children, parents, grandparents, brothers, sisters, grandchildren, aunts, uncles, first cousins, and corresponding in-laws and "step" relations. Present employees who marry will be permitted to continue work if they do not work in a direct supervisory relationship with one another or otherwise create a potential conflict. Employees will be allowed to accept a transfer including a demotion to an available and suitable position to avoid direct supervision by a relative. If this cannot be accomplished, one of the employees may be terminated.

Communications Training Officers Committee
The CTO Committee (CTOC) is comprised of all CTO's and their supervisors. The committee shall work collaboratively to develop and maintain all training materials, provide training to and evaluate trainees. The committee shall make recommendations to the Operations Manager regarding the advancement of trainees within and from training.

Training Program Policy
The CTOC shall draft and submit policies and procedures for approval by the Executive Director relating to the structure, materials, timelines, trainee expectations and all other aspects of new hire training. Once approved these will become the foundation of the Training Program with regular review by the CTOC. Subsequent changes shall be presented to the Executive Director for approval.

WHAT THE DISTRICT EXPECTS FROM YOU

Teamwork and Excellence
This section has been arranged to present a general overview of some of the District's expectations of its employees. Every employee should keep in mind that each is a part of a team of public employees, and public satisfaction with the District depends upon good service.

Personal Conduct
Positive attitude, proper courtesy, and conduct on and off the job are important to the individual as well as to the District. All members of the District organization are expected to demonstrate a commitment to the District's Mission, Purpose and Values. Neatness of work performed is also important. All employees are engaged in public relations. Some deal directly with the public; others, while not in direct personal contact, do perform work under the public eye. Employees of the District, regardless of whether contacts are direct or indirect, are expected to be courteous, efficient, and helpful in all their work assignments. Favorable impressions created by employees' public behavior help develop good will and support for District services.

Employee Arrest and Convictions
It is the responsibility of all District employees to maintain conduct that upholds the integrity, safety, and security expectations of Klamath 911 Emergency Communications District. Employees are required to immediately report any criminal arrests or convictions in accordance with the following:

Reporting Requirement
Employees must report any criminal arrest or conviction, excluding minor traffic infractions not involving criminal charges, to the Executive Director (or designee) within 24 hours of the arrest or conviction becoming final.

Scope of Reporting
Arrests and convictions that must be reported include, but are not limited to:

- Misdemeanors

- Felonies
- DUII arrests or convictions
- Any arrest or conviction that may impact the employee's moral fitness, ability to perform essential job duties, or ability to comply with CJIS requirements
- Any arrest or conviction that may compromise public trust or agency security standards

Method of Reporting
The employee must report the arrest or conviction in writing and must include:
- The date of the arrest conviction
- The offense involved
- The jurisdiction/court handling the case
- Any conditions of release or sentencing may affect job duties, scheduling, or compliance requirements.

Failure to Report
Failure to comply with this reporting requirement may result in corrective action, up to and including termination, depending on the nature of the offense and the employee's work responsibilities.

Review and Determination
Upon receipt of the report, the Executive Director will:
• Assess whether the arrest or conviction affects the employee's ability to perform essential job duties
• Evaluate compliance with CJIS and moral fitness standards
• Determine whether temporary restrictions, modified duties, or further action are necessary

Code of Ethics for District Employees
Personal Interests Avoided – District employees may not use District time, equipment or services for personal interest or gain. When giving testimony unrelated to their assigned District responsibilities, District employees shall not use information or facts that have come to them by virtue of their employment for personal gain or benefit. In matters of personal interest, employees should conduct themselves so as not to impair their working relationship with other employees, officials, or the public.

Gifts and Gratuities
The District will allow acceptance of non-monetary gifts of nominal value [e.g., under $50] at holidays or special occasions which are available to be shared by all employees. Employees shall not personally accept any special favors, gifts, or gratuities resulting from or related to employment with the District. In this regard, the appearance of impropriety can be as damaging as actual impropriety and shall be avoided.

INAPPROPRIATE CONDUCT

Insolence or insubordination to any degree addressed in any fashion to a supervisor will not be tolerated. This agency expects supervisor personnel to treat all employees in a respectful manner, and in turn employees are expected to follow lawful orders in a respectful manner.

Insubordination: Disobedient or rebellious in nature; refusing to obey orders or submit to authority. The willful failure to obey a supervisor's or an employer's lawful orders, which they are entitled to give and entitled to have obeyed. A constant or continuing intentional refusal to obey a direct or implied order, reasonable in nature, and given by and with proper authority.

Insolence: Being rude and impertinent, in such a manner as to be offensive, disrespectful, impudent act or behavior.

Harassment: Makes a person reasonably feel uncomfortable, unhappy, miserable or afraid of their work environment. Examples include, but are not limited to, threatening, restraining, coercing, blacklisting, mocking, humiliating, or isolating an employee.

Intimidation: Verbal or non-verbal acts that prevent or discourage a person from taking actions they otherwise would take (such as threatening action if a complaint is filed against a coworker).

Retaliation: Taking action against a person with the intent to intimidate, harass or discriminate because of a perceived wrong. Examples may include but are not limited to nitpicking, isolation, malicious acts, change in job assignment, loss of benefits, poor performance reviews, demotion or termination.

Discrimination: Treating a person, or group with prejudicial, malicious or negative actions. Favoritism or showing special treatment to one employee over the other for non-merit-based reasons is a form of discrimination, which while not illegal, undermines the morale of the workforce.

Hostile Work Environment: Severe or persistent actions that negatively affect an employee's ability to perform their assigned duties. A hostile work environment is not created by mere words or stray comments or remarks. The conduct must be severe and outrageous in nature and subject the person to humiliation or embarrassment.

Offensive Comments & Actions: Everyone responds to treatment and behavior differently. While some employees are not at all offended by joking, banter, profanity etc. other employees might find such comments hurtful or offensive. However, the subject content must be reasonably considered offensive to the average employee in accordance with the normal working environment.

Duty to Obey

All employees of the District are required to promptly, professionally, and respectfully obey all lawful orders issued by a superior. This obligation applies regardless of whether the order is delivered directly by the superior or relayed through another employee of the same or lesser rank acting on the superior's behalf.

Failure to follow a lawful order constitutes insubordination and may result in corrective action, up to and including termination, consistent with policy.

Orders Relayed Through Others
An order issued by a superior and relayed through another employee of equal or lesser rank carries the same authority as if it were delivered directly. Employees are required to comply with such relayed orders unless one of the exceptions listed below applies.

Conflicting, Inconsistent, or Questionable Orders
If an employee receives an order believed to be inconsistent with a previous directive, operational procedures, or District policy, the employee shall:

1. **Seek Immediate Clarificaiton**
   Politely inform the issuing supervisor of the conflicting instruction and request clarification before acting, when circumstances allow.

2. **Follow the Most Recent Order**
   If clarification cannot be obtained and no illegality or safety risk is present, the employee shall follow the most recent order and advise the previous supervisor as soon as practicable.

3. **Document the Conflict**
   Employees should document the conflicting directives and notify their immediate supervisor at the earliest appropriate time.

Illegal, Unsafe, or Unethical Orders
Employees shall not obey any order that is clearly illegal, violates District policy, presents an immediate safety hazard, or contradicts established state or federal law. When such a situation occurs, the employee must:

1. **Respectfully Decline to Carry Out the Order**
   The employee should clearly state the specific reason they believe the order is unlawful or unsafe.

2. **Immediately Notify the Chain of Command**
   Notify the next higher-level supervisor (Operations Manager or Executive Director, as appropriate) as quickly as possible.

3. **Document the incident**
   Employees shall document the order, the circumstances, and the notification made up the chain of command.

Employees who raise concerns in good faith about potentially illegal or unsafe orders are protected from retaliation under District policy and applicable law.

The District encourages any employee with knowledge of or concern of an illegal or dishonest fraudulent District activity to report it to the Executive Director. The employee may also provide the information to the Operations Manager or a state or federal regulatory agency, a law enforcement agency or an attorney licensed to practice law in Oregon if a confidential communication is made in connection with the alleged violation. Attorneys employed by the District may report violations of law to the Attorney General, subject to rules of professional conduct. All such issues will be investigated in a timely manner to determine fault and institute any appropriate corrective measures. Examples of illegal or dishonest activities are violations of federal, state, or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting. For any employee wishing more information, further details can be obtained from the Executive Director.

The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing may be subject to corrective action up to and including termination.

Whistleblower protections are provided to maintain confidentiality and to prevent retaliation. While identity may have to be disclosed to conduct a thorough investigation, to comply with the law, and to provide accused individuals their due course, the privacy of the individual making the report will be protected as much as possible. The District will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the Executive Director immediately. The right of a whistle blower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly submitted to the Executive Director who is responsible for investigating and coordinating corrective action.

COMPLAINT PROCESS

The District shall maintain all complaint-related records in accordance with Oregon Records Retention Schedules. Confidentiality will be upheld to the greatest extent possible throughout intake, review, investigation, and resolution. All documentation, interview notes, investigative materials, and related records shall be securely maintained, with access limited to authorized personnel. Records may only be disclosed as permitted by law, subpoena, regulatory review, or with proper employee release.

It is the policy of the District to courteously receive and to investigate complaints concerning its employees and their actions.

Persons desiring to make a complaint on a District employee will be requested to submit their complaint in writing. A person making an anonymous complaint, or telephonically does not necessarily prevent an investigation from being initiated on the facts provided, but does cause the matter to be more difficult to process to an effective conclusion.

This policy shall be applied with the principal objective to determine if a policy or procedure was violated in an employee's performance of their duties a "Procedure Complaint", or an employee's actions violated a District policy or a statutory law "Personnel Action Complaint".

All District employees will comply with a District investigator's request to interview during the performance of an assigned investigation. Represented employees will have their "Garrity" and "Weingarten" rights provided to them upon notice of interview scheduling in the event of a "Personnel Action Complaint".

Annual Complaint Analysis
An annual analysis of all complaints will be conducted to determine whether identified issues indicate a training deficiency, a policy failure, or concerns involving employee performance. Findings from the annual review will be used to improve training, update procedures, and guide corrective action when appropriate.

Investigation and Resolution
When a complaint is received by an employee, they will refer the complaint to their supervisor. The Supervisor, Operations Manager or Executive Director will document the complaint by completing an Internal Complaint Form. The Director will be made aware of all personnel complaints at which time an internal investigation will be initiated. An internal investigation may result in corrective action up to and including termination.

If the internal investigator believes adequate substantive evidence is present for a criminal investigation, the investigation will be transferred to the appropriate law enforcement agency.

All allegations of employee misconduct, policy violations, workplace unprofessionalism, harassment, discrimination, retaliation, or improper behavior shall be investigated. The District will not disregard or dismiss any allegation without review.

Investigations may be conducted by:
- The Operations Manager
- The Executive Director
- An outside investigator, if appropriate

The scope of the investigation will be determined based on the nature of the allegation.

The investigation shall normally include, but is not limited to:

a. Contact all parties involved (complainant, witness, and accused) to conduct fact-finding interviews that may be recorded to accurately capture statements and ensure completeness of the record. Prior to conducting any recordings, the employee will receive appendix I: Notice and Acceptance of Audio-Recorded Interview Confidential Document.

b. Advising the employee in question of the allegation and subsequent investigation in writing by completing a Personnel Investigation Notice Form.

c. Confirmation of events and/or facts.

d. Submission of a detailed investigative report and recommendation to the Executive Director.

Allegations contained in a formal complaint investigation may have one of four outcomes:

a. Unfounded. The allegation is false, not factual.

b. Exonerated. The incident occurred but was lawful and proper or was justified under the existing conditions.

c. Not Sustained. There is insufficient evidence to prove or disprove the allegations.

d. Sustained. The allegation is supported by sufficient evidence.

A summary of the investigation and findings will be documented using the Personnel Investigation Form.

Employee Rights During an Investigation

Employees are entitled to fair treatment throughout the investigation process. During any investigation, employees shall have the right to:

- Be informed of the general nature of the allegation(s).
- Exercise applicable *Garrity* and *Weingarten* rights (for represented employees).
- Provide statements or evidence relevant to the investigation.
- Request clarification of the process.
- Be free from retaliation for participating in an investigation.
- Review and respond to corrective action taken as a result of sustained findings.

Employees must cooperate fully with District investigations, including attending interviews and providing requested information.

Employee Representation

Employees have the right to representation during any meeting or interview that may reasonably result in corrective action or discipline. Representation may include:

- A union representative (for represented employees)

- Legal counsel, at the employee's expense, where appropriate

Represented employees must be informed of their *Weingarten* rights when a meeting involves questioning that could lead to discipline. Employees may request representation at any point during such an interview. If representation is requested, the District will delay questioning for a reasonable period to allow the representative to attend.

Employees are entitled to:

- Know the general nature of the concerns prompting the interview
- Consult privately with their representative
- Have their representative present during questioning, unless doing so compromises an ongoing investigation

The District will not retaliate against employees for exercising their right to representation.

Administrative Leave Pending Investigation

To ensure the integrity of internal investigations, maintain workplace safety, and preserve public trust, the District may place an employee on administrative leave during any investigation that involves allegations of misconduct, violation of policy, safety concerns, or other issues potentially affecting the operational integrity of the agency.

Purpose of Administrative Leave

Administrative leave is a non-disciplinary action used to:

- Protect the integrity and neutrality of an investigation.
- Prevent interference with witnesses, evidence, or daily operations.
- Ensure the safety of employees, the public, or District resources.
- Allow time for fact-finding before making any employment decisions.

Administrative leave **does not** imply wrongdoing or a presumption of guilt.

Conditions Under Which Administrative Leave May Be Used

An employee may be placed on administrative leave when:

- Allegations involve conduct that could lead to disciplinary action if substantiated.
- The alleged conduct may violate criminal law, District policy, or CJIS requirements.
- Continued presence in the workplace could compromise the investigation.
- There is a potential risk to employees, equipment, information security, or the public.
- Directed by the Executive Director or designee when circumstances warrant immediate separation from duties.

Notification of Administrative Leave

The employee will be notified verbally when immediate removal is necessary, followed by written notification that includes:

- The effective date and time of the leave.
- The reason administrative leave is being implemented (general nature; detailed

allegations will be provided through normal investigation notice procedures).

- Expectations and restrictions during leave.
- Whether the leave is with or without pay (typically **with pay** unless otherwise permitted under policy or law).
- Contact information for questions or required check-ins.

Status of Employee While on Administrative Leave

Unless otherwise specified:

- Administrative leave will be **with pay** and benefits will continue uninterrupted.
- The employee shall remain available during normal work hours unless otherwise excused.
- The employee may be restricted from:
    - Entering District facilities
    - Accessing District systems, email, CAD, phones, or CJIS-restricted information
    - Contacting coworkers, witnesses, or individuals involved in the investigation
- The employee must follow all directives provided in the written notice.

Duration of Leave

Administrative leave will remain in effect:

- Until the investigation is completed, or
- Until the Executive Director determines that continued leave is no longer necessary.

The District will make reasonable efforts to complete investigations promptly.

Conclusion of Administrative Leave

At the conclusion of the investigation:

- The employee will be notified of the outcome (unfounded, exonerated, not sustained, or sustained).
- Administrative leave will end and the employee will either:
    - Return to full duties,
    - Return with modified duties pending additional steps, or
    - Proceed through the corrective or disciplinary action process if warranted.

Documentation

All administrative leave decisions and notifications will be documented and placed in the employee's working or personnel file, consistent with record-keeping requirements and investigation outcomes.

Procedures for Notifying the Complainant

The District is committed to ensuring transparency, fairness, and timely communication throughout the complaint review and investigation process. To support this commitment, the following procedures apply to all internal and external complainants:

Acknowledgment of Receipt

The complainant shall receive written acknowledgment that their complaint has been received. This acknowledgment will be provided **within five (5) business days** of the District's receipt of the complaint and will include:

- Confirmation that the complaint has been forwarded to the Operations Manager, or Executive Director, for review.
- A general outline of the investigation process.
- Contact information for follow-up questions.

Notification of Investigation Status

Throughout the course of the investigation, the complainant will be notified of significant steps in the process, including:

- When an investigation is formally initiated.
- If additional information is required from the complainant.
- Any anticipated delays or extensions to the standard timeline.

Notification of Findings

Upon conclusion of the investigation, the complainant will be notified in writing that the investigation has been completed. This notification will include:

- Confirmation that appropriate administrative action has been taken when applicable.
- Any legally permissible information regarding resolution steps, while protecting employee privacy and personnel-related confidentiality.

Protection of Confidential Information

While the District will provide as much information as legally permitted, personnel-related details, disciplinary actions, or private employee information will not be disclosed, in accordance with Oregon state law and District policy.

Opportunity for Follow-Up

The complainant will be informed that they may request clarification regarding the process or outcome.

Corrective Action

On-the-job conduct of District employees affects the ability of the District to serve its citizens and affects the taxpayer's impression of District government. Employee safety, public safety, productivity, and morale are dependent upon employee conduct.

action on the first or a subsequent offense. Consideration will be given to the seriousness of the offense, any change in behavior, and the circumstances surrounding the offense.

Counseling and written warnings may be undertaken by an investigator without prior approval from the Executive Director However, the Executive Director must be informed by the investigator of any such actions taken. Suspension with or without pay, demotion and discharge require prior approval from the Executive Director before the action is taken.

Suspension of Salaried Exempt Employees
No salaried exempt employee will be suspended by the District except for serious misconduct which does not warrant discharge and in such a case the employee must be suspended for not less than one full work week.

Application of Progressive Discipline
For performance deficiencies and minor matters, employees will normally be verbally counseled.

If a performance deficiency continues after verbal counseling, this action will warrant a written counseling on the subject. If no other deficiency occurs during the next twenty-four (24) months, the employee may request the counseling be removed from the personnel file. Documents removed from individual personnel files will be retained by the District in a separate record system not filed by name, which generally shall not be considered in personnel decisions.

If a performance deficiency continues or a violation warrants, the employee may receive a written reprimand from the Operations Manager or Executive Director. An employee who disagrees with the facts in the counseling or reprimand may submit a written response. It will be placed in the personnel file with the counseling or reprimand.

The level of penalization on a reprimand can be the following or a combination of any of the following:

- Written reprimand placed in the employees file.
- Performance Improvement Plan.
- Suspension of the employee without pay for a period of up to thirty (30) working days.
- Demotion of the employees.
- Discharge.

Resignation or Retirement Prior to Corrective Action
An employee who is the subject of an ongoing investigation may choose to resign or retire at any time. However:

- The District will **continue and complete** the investigation whenever possible.
- Findings may still be documented in the employee's personnel file.
- The District may be required by law or partner agencies to report sustained findings (e.g., DPSST moral fitness concerns).
- Resignation or retirement does **not** negate the obligation to cooperate with lawful inquiries, audits, or requirements related to criminal justice standards.

If an employee resigns prior to the completion of the investigation, the District will document the status as **"Resigned during Investigation"** and maintain all investigative material according to the records retention schedule.

Corrective Action of Probationary Employees

Probationary employees may receive corrective action or be dismissed at any time during the probationary period when their performance, conduct, or behavior fails to meet District standards. Unlike regular employees:

- Probationary employees are not guaranteed the full progressive discipline process.
- Probationary employees may be dismissed without appeal rights, unless otherwise provided in a collective bargaining agreement.
- Documentation of deficiencies, counseling, and performance issues will be maintained in accordance with District procedures.

Probationary status does not exempt employees from investigations or expectations outlined in District policy.

Discharge Procedure

If the Executive Director determines there is cause for the serious discipline up to discharge of an employee, Executive Director shall notify the employee of the specific reasons and that a suspension without pay, demotion, pay reduction, and/or discharge is being considered. The employee shall be provided with the facts upon which the contemplated disciplinary actions would be based. The Executive Director shall afford the employee a formal opportunity to refute the charges orally or in writing. Once the employee has been afforded an opportunity to refute the charges and explain the facts and circumstances, the employee may be suspended without pay. An employee may be put on administrative leave without pay at any time. If a pre-discharge conference is to be held, it will be scheduled and held three (3) days after notice of action has been given. The employee will be given adequate time to develop a response and to seek necessary outside assistance as the employee feels necessary. The time limits may be varied by the District to meet individual needs.

The Executive Director will conduct the conference and decide whether to impose discharge or a lesser degree of discipline, or no discipline as appropriate. The Executive Director will render a final decision within five (5) days of the conference. No represented employee who has completed their probationary period will be terminated without just cause. If the Director believes there is just cause for termination, the employee will be placed on unpaid administrative leave for seven (7) days prior to the discharge effective date, in accordance with the negotiated bargaining agreement.

Appeal of ~~Discipline~~ Corrective Action

Any regular employee subordinate to the District's Executive Director who has been suspended, reduced in pay, demoted or dismissed, shall have the right of appeal to the board of directors.

Notice of the appeal must be filed not later than ten (10) days of the effective date of the action. The notice of appeal shall include at least the following information:

- A statement of the complaint and the facts upon which it is based;
- The remedial action requested, in lieu of termination;
- A statement of the reasons why the remedial action is appropriate;
- A statement of any policies, procedures or law or rules which have not been adhered to or which should be followed.

The appeal generally will be heard by the board of directors within twenty (20) days after receipt of the request. The board of directors shall furnish the Executive Director with a copy of the notice of appeal in advance of the hearing.

Who May Appeal – Only regular employees not excluded from the application of these policies have a right to appeal disciplinary actions. In addition to formal appeals under this Section, the board of directors may give consideration to all suggestions and complaints that concern administration of the personnel policies.

Investigations – In connection with an appeal or complaint, with respect to any matter arising under these personnel policies, the Executive Director may conduct or cause an investigation to occur as deemed necessary. The investigator shall make a written report upon all matters investigated under the personnel policies. A copy will be given to the employee and placed in the file.

Hearings on Appeal – The board of directors shall set a hearing upon timely requests made under this policy. The employee and the Executive Director shall be given written notification of the time and place of the hearing.
The order of procedure at the hearing may be as follows, or as otherwise determined as appropriate:

- The department head or a designee will set forth the reasons for the action and the facts on which it is based. The employee may conduct cross-examination if appropriate.
- The employee may present evidence in support of the appeal with or without the assistance of legal counsel or other representative.
- The department head or a designee may cross-examine or submit evidence in rebuttal or both.
- Opening statements, if any, will be brief and confined to the issues. Closing argument, if any, will be first by the department head or a designee then by the employee. The department head may offer rebuttal evidence if desired.

- Evidence of a type commonly relied upon by reasonably prudent persons in the conduct of their serious affairs shall be admissible. Irrelevant, immaterial or unduly repetitious evidence may be excluded. Affidavits and counter-affidavits may be acceptable as evidence. If either party intends to rely on an affidavit, it shall provide the other party with such affidavit together with the name, address and telephone number of the affiant at least ten (10) days prior to the hearing or such affidavit shall be inadmissible.

Conduct of Hearings – A hearing before the board of directors is intended solely for the purpose of receiving evidence either to refute or substantiate specific charges brought to the board of directors. The hearing shall be conducted accordingly. The board of directors may impose limits on questioning in the interest of the orderly conduct of the hearing and fairness.

Counsel or Representative – In appealing a disciplinary action to the board of directors an employee may, but is not required to, have counsel or other representative. The District's counsel may assist the Executive Director.

Board of Directors Findings – If, after receiving evidence presented in hearings on disciplinary actions, the board of directors finds that sufficient evidence supports the charges, that the complained-of action taken by the Executive Director was reasonable and was taken for a proper reason consistent with policy, the board may affirm the action; if they find that the complained of action taken by the Executive Director was not so made, the board shall fashion an appropriate remedy and the personnel file shall be revised accordingly or purged of any record inconsistent with the board's determination. The board of directors in lieu of affirming the disciplinary action may modify the discipline as the circumstances warrant.

At the time of filing of the request of the appeal with the board, the Executive Director shall supply the employee with an outline of the procedures used by the board of directors. The decision of the board of directors shall include findings of fact and shall be final.

An employee with remedies under a labor agreement may use this appeal procedure, but may do so only if the employee and the union waive the right to proceed to appeal under any other policy or contract law or rule.

Grievance Procedure
The purpose of the grievance process is to provide a fair, orderly, and timely method for employees to raise concerns regarding the interpretation or application of District policies, working conditions, or disciplinary decisions.

Step I – Informal Resolution

1. The employee shall first attempt to resolve the concern informally by discussing the matter with their immediate supervisor **within ten (10) working days** of the occurrence.

2. The supervisor shall attempt to address or adjust the matter and provide a response **within ten (10) business days** of the discussion.

Step II – Formal Written Grievance

1. If the matter is not resolved at Step I, the grievance shall be submitted in writing by the Union representative to the Executive Director **within ten (10) business days** following completion of Step I without resolution.

2. The written grievance shall identify:
   - The issue being grieved
   - The facts surrounding the grievance
   - The policy or contract provision allegedly violated
   - The remedy sought

Step III – Arbitration

1. If the grievance remains unresolved, either party may, **within ten (10) business days** of the Executive Director's decision, submit the matter to final and binding arbitration.
2. The arbitrator shall be a neutral third party jointly agreed upon by the District and the Union.
3. If the parties cannot agree on an arbitrator, the Oregon State Mediation and Conciliation Service will be requested to provide a list of thirteen (13) arbitrators who:
   - Are on the AAA (American Arbitration Association) list, and
   - Reside in Oregon or Washington.
4. The party requesting arbitration shall strike the first name; the other party shall then strike one name. The parties will continue alternating strikes until one name remains. That individual shall serve as the arbitrator.

Arbitration Proceedings

1. The arbitrator shall schedule a mutually agreed-upon hearing date and will hear the positions of both parties.
2. Arbitrator expenses shall be shared equally by the District and the Union.
3. Each party is responsible for compensating its own representatives and witnesses.
4. If either party desires a verbatim recording or transcript of the proceedings, that party may arrange for such recording at its own cost.
   - A copy shall be provided to the arbitrator at no charge.
   - If the opposing party requests a transcript, both parties shall equally share the cost

Limitation on Advancement to Arbitration

No employee may advance to Step III any grievance concerning a verbal reprimand, provided that the District allows the employee and the Union to place a factual statement of dispute or correction in the employee's personnel record.

Maintenance of Investigation and Discipline Records

The District shall maintain records of all investigations, corrective actions, disciplinary appeals, and grievances in accordance with Oregon Records Retention Schedules and agency policy.

- Sustained findings will be included in the employee's personnel file.
- Coaching, counseling, and minor performance documentation may be maintained in the employee's working file.
- Investigation materials, notes, and supporting documents will be retained as required by law and policy.
- Confidential records, including medical or protected information, will be stored in the appropriate secure file category.
- Records may be disclosed only as authorized by law, subpoena, regulatory agency request, collective bargaining agreement, or employee release.

The District is committed to secure, accurate, and lawful record maintenance.

AWARDS AND RECOGNITION

The agency holds an award presentation annually where employees are recognized for their performance and supervisors can show their appreciation for their outstanding achievements relating to job performance.

Employee of the Year Award

The person being recognized by the agency, as the employee of the year will have their name affixed to the "Employee of the Year" Agency plaque and receive a personal plaque and certificate, as well as having a letter placed in their personnel file.

This award will be presented to a chosen employee who has performed in a manner above and beyond the normal expectations of Agency employees, and whose outstanding performance on the job has made a significant contribution to the service provided by this agency to the users and/or the public.

Certificate of Commendation

This award will be bestowed on an employee that has specifically showed outstanding performance and professionalism in their position, and are worthy of recognition for their hard work and dedication to excellence. The narrative should clearly articulate the employee's actions to this end.

Certificate of Achievement

This award can be bestowed on any number of employees for a variety of performance reasons, and the type should be indicated in the title. This award will be based on recommendations received by the Executive Director from Lead Dispatchers, Communications Supervisor or the Operations Manager. The narrative should clearly articulate in which specific area the achievement has been recognized.

- The informant must have submitted the information on the condition that it would be kept confidential.
- The informant must not have been required by law to provide the information.
- The information itself must be of a nature that reasonably should be kept confidential.
- The public body must show that it has obliged itself in *good faith* not to disclose the information.
- Disclosure of the information must cause harm to the public interest.

- **Workers' Compensation Claim Records**
  Workers' compensation claims records that can be used to discriminate unlawfully against persons previously injured on the job who has filed a workers' compensation claim.

- **Public Safety Officer Addresses, Telephone Numbers and Electronic Mail Addresses**
  The home address, home telephone number and electronic mail address if requested by a public safety officer, defined in ORS 181.610 to include "corrections officers, youth correction officers, emergency medical dispatchers, parole and probation officers, police officers, certified reserve officers, telecommunicators and fire service professionals." This exemption does not apply to addresses and telephone numbers that are contained in county real property or lien records.

Media Requests & Public Information Releases

Purpose
To establish clear procedures for receiving, reviewing, and responding to requests for information from news media, and to outline the District's standards for media access, release of information, and authorized spokespersons. This section ensures compliance with Oregon Public Records Law, District retention requirements, and applicable confidentiality obligations.

Media Requests for Information
Media inquiries may be submitted:
- via email to the Executive Director
- by phone to District administration
- in writing delivered to the District business office

All requests will be logged by administrative staff in accordance with records handling expectations.

Acknowledgment Timeline
The District will acknowledge media inquiries within 5 business days, providing:
- confirmation of receipt
- the name of the assigned point of contact
- an estimated time for full response based on the nature of the request

Response Timeline

Except where prohibited by law or requiring additional research, the District will issue a response or provide the requested information within 15 business days.

If more time is needed due to complexity, legal review, or record retrieval constraints, the media requester will be notified with an updated timeline.

Method of Response

Responses may be provided:

- via email
- phone call followed by written summary
- official District news release
- statement prepared and distributed by authorized personnel

Media Access to Facilities

On-Site Media Access

To maintain safety, confidentiality, and operational integrity, the following rules apply:

- Media may access District facilities only with prior approval of the Executive Director.
- All onsite media activity must be pre-scheduled; walk-ins are not permitted.
- Media representatives must be escorted at all times by an authorized District employee.
- Recording equipment is allowed only in locations approved by the Executive Director and may not capture protected CJI, confidential records, or non-public operational areas, consistent with existing media protection requirements.

Restricted Areas

Media access is prohibited in:

- the Communications Center dispatch floor unless previously authorized and escorted.
- secure technology infrastructure rooms
- personnel files storage areas
- any area restricted under the Media Protection Policy regarding CJI handling and security controls

Preparation & Distribution of Agency News Releases

Preparation Standards

All news releases must:

- be factually accurate
- avoid speculation
- comply with confidentiality rules and public records exemptions (e.g., criminal investigatory material, personnel actions, confidential submissions, etc.)
- be reviewed for protected information, including CJI and exempt material
- include the District's official contact information

When a release concerns an incident, operational information will be limited to non-exempt, releasable details as defined under Oregon Public Records Law and District policy.

Distribution

News releases will be distributed:

- electronically to established media partners
- posted on the District's official website or public information portals
- shared with partner agencies when appropriate

Scope of Information Subject to Release

The District may release information that is not exempt under Oregon Public Records Law, including:

- general agency updates and announcements
- non-confidential operational information
- public meeting notices and decisions
- summaries of calls for service that do not contain CJI or exempt data
- information previously released by a partner public safety agency

Information the District will not release includes:

- criminal investigatory material that may jeopardize safety or privacy
- confidential personnel information
- protected CJI and restricted media per CJIS policy requirements
- specific operational safety plans relating to active threats unless authorized for release
- information expressly exempt under ORS 192.501–505 or District policy.

When exemptions apply, the District will notify the media requester citing the applicable exemption and, when possible, provide partial or redacted records.

Authorized Agency Personnel for Media Releases

Only the following personnel are authorized to speak publicly or release information on behalf of the District:

- Executive Director – Primary spokesperson; oversees all external media communication.
- Operations Manager – May speak to operational matters when delegated by the Executive Director.
- Communications Supervisor – May provide factual, non-confidential information related to dispatch operations when delegated.
- Any other designee formally authorized in writing by the Executive Director.

No other District employee may make statements to news media on behalf of the agency.

Coordination With Partner Public Safety Agencies

When media inquiries involve police, fire, sheriff, or OSP incidents:

- The District will defer to the primary responding agency for incident-level disclosures.
- The District may confirm call receipt time, dispatch time, and general call type unless restricted by exemption or confidentiality requirements.
- Multi-agency releases will be coordinated to ensure consistency and compliance.

Introduction

An electronic accounting system will be used for all district accounting purposes. At minimum the system must identify initial balances, cash received, cash disbursed and the balance on hand. Additionally, the system must be able to generate financial statements which will be provided to the Executive Director and Board of Directors on a monthly basis or as often as requested by the Executive Director, Board of Directors, Board Legal Counsel or by the district's auditing firm.

Financial management is necessary for the control of District financial affairs. Our financial management policy was developed to include rules for conducting all aspects of financial control and transactions. All phases of the financial management process will have documentation showing when and why money was received and disbursed.

This accounting policy supports our procedures manual which clearly outlines the specific authority and responsibility of individual employees, thus providing the essential foundation needed for establishing employee accountability.

FINANCIAL MANAGEMENT

Objectives

- To ensure that all financial systems, functions, and controls meet generally accepted auditing standards.
- Preserve capital through prudent banking and cash management activities.
- To achieve the most productive use of cash, minimize operating costs, and to control receipts and disbursements.
- To provide safety to employees.

Banking Services

- Banking services shall be insured by the Federal Deposit Insurance Corporation.
- Be able to facilitate transfers to and from the Local Government Investment Pool managed by the Oregon State Treasurer.
- Provide annual audited financial statements.
- All District bank accounts must be authorized and approved by the District Executive Director.

Billing and Receipts

- The District will invoice all vendors for amounts due on a current basis. An accounts receivable age schedule will be prepared and monitored to ensure amounts due the District. Invoices are due within 30 days of billing date. Interest of one and one half percent (1 ½%) per month will be charged on all balances over 30 days.

Accounts Payable

- The District will maintain a system to age accounts payable. Invoices will be analyzed to take advantage of any discounts available.
- All obligations paid to the District will be reviewed to ensure proper documentation is

attached and that all District requirements are met.

- Checks issued on behalf of the District will become stale after six (6) months, in accordance with the Uniform Commercial Code (UCC). The District will issue a letter of notice when a check has not been cashed five (5) months after date of issue, noticing the payee that a stop payment will be initiated when the date on the issued check reaches six (6) months old.

Cash Forecasting

- Each fiscal year, the District budget officer will prepare an annual general fund cash flow budget for the District for approval by the board of directors.
- Each month the cash flow statement will be adjusted to reflect the current month's actual cash flow and revise the remaining estimated cash flow schedule.

District Funds

- General Fund: This fund will be utilized for normal District operations throughout the fiscal year.
- Equipment Reserve Fund: This fund will secure invested funds in LGIP for equipment purchases that exceed $1,000.
- Building Reserve Fund: This fund will set aside invested funds in LGIP for facility payments and required maintenance.

Debt

- If feasible, the District may enter into long-term lease obligations or issue bonds to finance capital acquisitions upon approval of the board of directors.
- All leases, as reported in the District's annual financial report, will be limited as follows:
    - Lease purchases of equipment and facilities will be limited to fit within the District's stated mission, goal or government role.
    - All lease-purchase payments must be included in the originating department's approved budget.

Internal Controls – General Accounting Safeguards

- All administrative positions are authorized to accept cash funds and must follow documentation procedures. The Business Manager, Operations Manager and Executive Director are authorized to disburse cash funds, with Executive Director authorization for expenses over $1000.
- Accounting and reconciliation of agency cash activity will be performed quarterly and annually during the financial audit.
- The District Executive Director is authorized to request a financial reconciliation when deemed appropriate.
- All accounting computer records must be kept secure. Persons authorized to edit or review the records must be given passwords which only enable them to access the system. Accounting records should be backed-up on a regular basis.

- The person that does the reconciliation of District accounts should not be the same person that approves the checks. Due to the small number of administrative staff in the District, the books will be reviewed regularly by a CPA firm.
- All receipts or packing slips will be verified to determine that merchandise or services have been received before payment.
- The writing off bad debts will be authorized by the Executive Director on a case by case basis.
- Documentation, including the purpose of cash received or expensed ~~the expenditure~~, is required for all cash received and all expenses; including ~~the spending of~~ petty cash funds.
- Two signatures are required to sign checks or authorize electronic payments.

Inventory Control

Purpose

The purpose of this policy is to establish procedures for the acquisition, tracking, safeguarding, inventorying, and disposal of District-owned property.

Inventory Control Manager Responsibilities

Inventory control will be the responsibility of the Inventory Control Manager (ICM). The ICM will maintain electronic inventory records and assign asset identification number tags to all non-consumable inventory.

The ICM shall:

- Maintain accurate records of all capital assets.
  A capital asset is defined as an item with an acquisition cost of $1000 or greater and an expected useful life of more than one year.
- Safeguard District property against loss, theft, misuse, or damage.
- Comply with applicable accounting standards, grant requirements, and all relevant Oregon laws.
- Maintain sufficient inventory to support uninterrupted emergency communications.
- Conduct regular physical inventories and reconcile discrepancies.

In the event a discrepancy is discovered, the ICM will investigate the circumstances and notify the Executive Director of the findings. The Executive Director will determine any additional action required.

Receiving and Recording Equipment

Upon receipt of equipment, the ICM shall inspect the item to ensure it is not damaged, record it in the inventory control spreadsheet, and assign an identification number tag before the equipment is placed in service.

Inventory Control Spreadsheet Requirements
The inventory control spreadsheet shall include, at minimum:

- Asset identification number
- Description
- Make
- Model
- Purchase date
- Purchase price
- Grant information (if applicable)
- Assigned physical location and/or employee
- Warranty information
- Disposal information

Equipment Disposal
Equipment may be disposed of when broken beyond repair, replaced, or no longer required. Disposal methods may include public sale, recycling, donation, or destruction, in accordance with applicable laws.

Approval from the Executive Director must be obtained prior to disposal. All District equipment data will be securely removed from electronic devices before disposal.

Grant-Funded Equipment
Grant-funded equipment shall be managed in accordance with all applicable grant requirements.

Communications Supervisor Responsibilities
The Communications Supervisor will ensure that equipment assigned to dispatch personnel is accounted for and will notify the ICM when equipment is taken out of service, lost, damaged, or replaced.

Employee Responsibilities
All District employees are responsible for the proper care of assigned equipment. Repeated negligence involving District property may result in disciplinary action.

Employees must report lost, stolen, or damaged equipment immediately and must return all District property upon separation from employment.

Authorized Personnel/Security

- The District Executive Director is authorized to open demand deposit accounts as may be required by the District.
- Checks are to be in a secure place at all times during business hours and secured in a locked room during non-business hours.

Yield
The investment portfolio shall be designed with the objective of attaining a market rate of return throughout budgetary and economic cycles, taking into account the investment risk constraints and liquidity needs. Return on investment is of secondary importance compared to the safety and liquidity objectives described above. The majority of the portfolio is limited to highly rated/low risk securities in anticipation of earning a fair return relative to the risk being assumed. Securities shall not be sold prior to maturity with the following exceptions:

- A security with declining credit may be sold early to minimize loss of principal.
- A security swap would improve the quality, yield, or target duration in the portfolio.
- Liquidity needs of the portfolio require that the security be sold.

Delegation of Authority
Authority to manage the investment program is granted to District's budget officer, hereinafter referred to as investment officer, and derived from the following: ORS 294.035 to 294.053, 294.125 to 294.145, and 294.810. Responsibility for the operation of the investment program is hereby delegated to the investment officer who shall act in accordance with established written procedures and internal controls for the operation of the investment program consistent with this investment policy. Procedures should include references to: safekeeping, delivery vs. payment, investment accounting, repurchase agreements, wire transfer agreements, and collateral/depository agreements. No person may engage in an investment transaction except as provided under the terms of this policy and the procedures established by the investment officer. The investment officer shall be responsible for all transactions undertaken and shall establish a system of controls to regulate the activities of subordinate officials.

Safekeeping and Custody
A list will be maintained of financial institutions authorized to provide investment and safekeeping services. In addition, a list will also be maintained of approved security broker/dealers selected by credit worthiness (e.g., a minimum capital requirement of $10,000,000 and at least five years of operation). These may include "primary" dealers or regional dealers that qualify under Securities and Exchange Commission (SEC) Rule 15C3-1 (uniform net capital rule).
All financial institutions and broker/dealers who desire to become qualified for investment transactions must supply the following, as appropriate:

- Audited financial statements
- Proof of National Association of Securities Dealers (NASD) certification
- Proof of state registration
- Certification of having read and understood the District's investment policy
- Certification of agreement to comply with the District's investment policy

An annual review of the financial condition and registration of qualified financial institutions and broker/dealers will be conducted by the investment officer.

Internal Controls – Safeguarding Investment Assets
The investment officer is responsible for establishing and maintaining an adequate internal control structure designed to reasonably protect the assets of the District from loss, theft or