

# TWAIN HARTE COMMUNITY SERVICES DISTRICT

## Finance/Policy Committee Meeting

**Chair:** *Mary Dearborn*

**Co-Chair:** *Charlotte Bohlman*

THCS D CONFERENCE ROOM  
22912 VANTAGE POINTE DR., TWAIN HARTE  
March 4, 2026 1:30 p.m.

### **NOTICE: Public May Attend this Meeting In-Person.**

The meeting will be accessible via ZOOM for anyone that chooses to participate virtually:

- Videoconference Link: <https://us02web.zoom.us/j/86143561357>
- Meeting ID: 861 4356 1357
- Telephone: (669) 900-6833

### **AGENDA**

- 1. Annual review of Policy #1030 – Communications Policy.**
- 2. Discuss draft requirements for a new policy to prevent misuse of leave benefits.**
- 3. Adjourn.**

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### **HOW TO VIRTUALLY PARTICIPATE IN THIS THIS MEETING**

The public can virtually observe and participate in a meeting as follows:

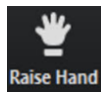
- **Computer:** Join the videoconference by clicking the videoconference link located at the top of this agenda or on our website. You may be prompted to enter your name and email. Your email will remain private and you may enter “anonymous” for your name.
- **Smart Phone/Tablet:** Join the videoconference by clicking the videoconference link located at the top of this agenda OR log in through the Zoom mobile app and enter the Meeting ID# and Password found at the top of this agenda. You may be prompted to enter your name and email. Your email will remain private and you may enter “anonymous” for your name.
- **Telephone:** Listen to the meeting by calling Zoom at (4669) 900-6833. Enter the Meeting ID# listed at the top of this agenda, followed by the pound (#) key.

\* NOTE: your personal video will be disabled and your microphone will be automatically muted.

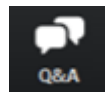
## **SUBMITTING PUBLIC COMMENT**

The public will have an opportunity to comment before and during the meeting as follows:

- **Before the Meeting:**
  - Email comments to [ksilva@twainhartecsd.com](mailto:ksilva@twainhartecsd.com), write “Public Comment” in the subject line. In the body of the email, include the agenda item number and title, as well as your comments.
  - Mail comments to THCS Board Secretary: P.O. Box 649, Twain Harte, CA 95383
- **During the Meeting:**
  - Computer/Tablet/Smartphone: Click the “Raise Hand” icon and the host will unmute your audio when it is time to receive public comment. If you would rather make a comment in writing, you may click on the “Q&A” icon and type your comment. You may need to tap your screen or click on “View Participants” to make icons visible.



Raise Hand Icon:



Q&A Icon:

- Telephone: Press \*9 if to notify the host that you have a comment. The host will unmute you during the public comment period and invite you to share comments.
- In-Person: Raise your hand and the Board Chairperson will call on you.

\* NOTE: If you wish to speak on an item on the agenda, you are welcome to do so during consideration of the agenda item itself. If you wish to speak on a matter that does not appear on the agenda, you may do so during the Public Comment period. Persons speaking during the Public Comment will be limited to five minutes or depending on the number of persons wishing to speak, it may be reduced to allow all members of the public the opportunity to address the Board. Except as otherwise provided by law, no action or discussion shall be taken/conducted on any item not appearing on the agenda. Public comments must be addressed to the board as a whole through the President. Comments to individuals or staff are not permitted.

## **MEETING ETIQUETTE**

Attendees shall make every effort not to disrupt the meeting. Cell phones must be silenced or set in a mode that will not disturb District business during the meeting.

## **ACCESSIBILITY**

Board meetings are accessible to people with disabilities. In compliance with the Americans with Disabilities Act, those requiring accommodations for this meeting should notify the District office 48 hours prior to the meeting at (209) 586-3172.

## **WRITTEN MEETING MATERIALS**

If written materials relating to items on this Agenda are distributed to Board members prior to the meeting, such materials will be made available for public inspection on the District’s website:

[www.twainhartecsd.com](http://www.twainhartecsd.com)

**TWAIN HARTE COMMUNITY SERVICES DISTRICT**  
**Policy and Procedure Manual**

**POLICY TITLE:**        **Communications Policy**  
**POLICY NUMBER:**   **1030**  
**ADOPTED:**           **July 12, 2012**  
**AMENDED:**          **9/10/2015**  
**LAST AMENDED:**    **March 11, 2020**

**1030.10 PURPOSE**

The purpose of this policy is to provide direction to Twain Harte Community Services District Board of Directors and staff in responding to various forms of public communication.

**1030.20 PREPARATION**

Prior to responding to any form of communication received from the public, another agency/business or the media, the following items must be considered:

1. Source. Identify who communicated the information and who the communication was specifically directed toward.
2. Topic. Determine the main objective of the communication and whether it is based on factual or false information.
3. Level of Importance. Evaluate the level of importance and the level of response needed, if any.
4. Sensitivity. Determine the level of interest in the community and the degree of sensitivity.
5. Timelines. Determine how quickly a response needs to be made.
6. Resolution. Attempt to identify any resolutions to keep issues from becoming long term or ongoing.
7. Form. Identify how the information was distributed (i.e. letter, public meeting, email, phone call, etc.).
8. Response Form. Identify the most appropriate form of response (i.e. individual letter, letter to all customers, website post, press release, media interview, etc.).
9. Responder. Identify the appropriate person to communicate the response.
10. Approval. Identify who needs to approve and/or review the response before release.

### **1030.30 COMMUNICATION AUTHORITY**

Except as specifically described in this policy or as is necessary for the normal carrying out of staff job functions, all communications shall be approved or designated by the General Manager or approved by the Board of Directors. If communications received by the District are determined to have high importance and/or sensitivity, the General Manager may wish to consult with the Board to determine the best communication strategy.

### **1030.40 PUBLIC COMMENTS AT BOARD MEETINGS**

1. Matters not on the Agenda. In accordance with State law, the Board is prohibited from discussing items not calendared on the agenda. The public may address the Board on any item not listed on the agenda and is within the Board's jurisdiction, under the agenda item "**Public Comment: This time is provided to receive information from the public.**" Matters brought up which are not on the agenda may be referred to staff for action or calendared on a future agenda. For public comments regarding items on the agenda, if the comment is erroneous and a staff person can correct the misstatement, staff is encouraged to do so.
2. Clarifications. If a staff person or Board member has some factual data that clarifies and or addresses the comment being made, the staff person or Board member shall respond/answer at that time, instead of waiting for the matter to be put on a future agenda. Public discussion, as in extended question and answer, debate and/or pontification is discouraged.

### **1030.50 CORRESPONDENCE FROM DIRECTORS**

1. Letters. Directors may wish to have letters/correspondence written to customers, businesses or other entities. Typically, the General Manager and/or Board President (decision made by the entire Board of Directors) shall be charged with transmitting the District's position on matters to the customers, businesses or other entities.
2. Disagreements. On occasion, Directors may disagree with a position the District has taken on an issue. In these instances, Directors may communicate their individual position as private citizens only (no use of title), and shall not use District letterhead or District staff to prepare such responses. If speaking as a Director, Directors shall comply with Section 1030.65 of this Policy.

### **1030.60 PUBLIC COMPLAINTS**

1. Lowest Level. The Board of Directors desires that public complaints be resolved at the lowest possible administrative level and that the method for resolution of complaints be logical and systematic.
2. Definition. A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, state or federal statute of which

the individual has been adversely affected and shall be submitted in writing and signed by the person filing the complaint.

3. Method of Resolution. The individual with a complaint (“complainant”) shall first be directed to the department manager to discuss the matter with the objective of resolving the matter informally.
  - a. If the complainant is not satisfied with the disposition of the complaint by the department manager, the department manager shall refer the complainant to the General Manager. At the option of the General Manager, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The General Manager may document his/her decision in writing, with the complainant being provided a copy; otherwise the resolution or decision of the General Manager will take effect immediately after conferring with the complainant.
  - b. If the complainant is not satisfied with the disposition of the matter by the General Manager, he/she may request consideration by the Board of Directors by filing said request in writing within ten (10) days of receiving the General Manager’s decision. The Board may consider the matter at its next regular Board meeting or call a Special Meeting. In making a decision, the Board may conduct conferences, refer the matter to Committee, hear testimony, as well as utilize the transcripts of written documentation. The Board’s final decision shall be in writing with the complainant being provided a copy.
4. Responding To Public Complaints. When Directors receive a complaint or inquiry from the public regarding the District’s services and/or staff, the Director should acknowledge the complaint/inquiry without making any comment/promise as to what will happen on behalf of the District and forward the message to the General Manager. The General Manager shall either respond to the complaint or designate response to the appropriate staff member.
5. Speaking for the District. When Directors are asked the District’s position on an issue, the response should reflect the position of the District as a whole, based on Board action, policy or ordinance. A Director may clarify his/her vote on an issue by stating, “While I voted against XX, the District voted in support of it.” The General Manager has authority to speak on behalf of the District at all times. When communicating the District’s position, the General Manager’s communication shall be based solely on prior Board action, policy or ordinance.

A Board Director may represent the District at meetings or other venues if the entire Board first authorizes such representation through official Board action. When representing the District, the Director can state the District’s position, not their individual position on any issue.
6. No Prohibition. This policy is not intended to prohibit or deter a member of the community or staff member from appearing before the Board to verbally present

a testimony, complaint, or statement in regard to action of the Board, District programs and services, or impending considerations of the Board.

### **1030.70 MEDIA CONTACTS**

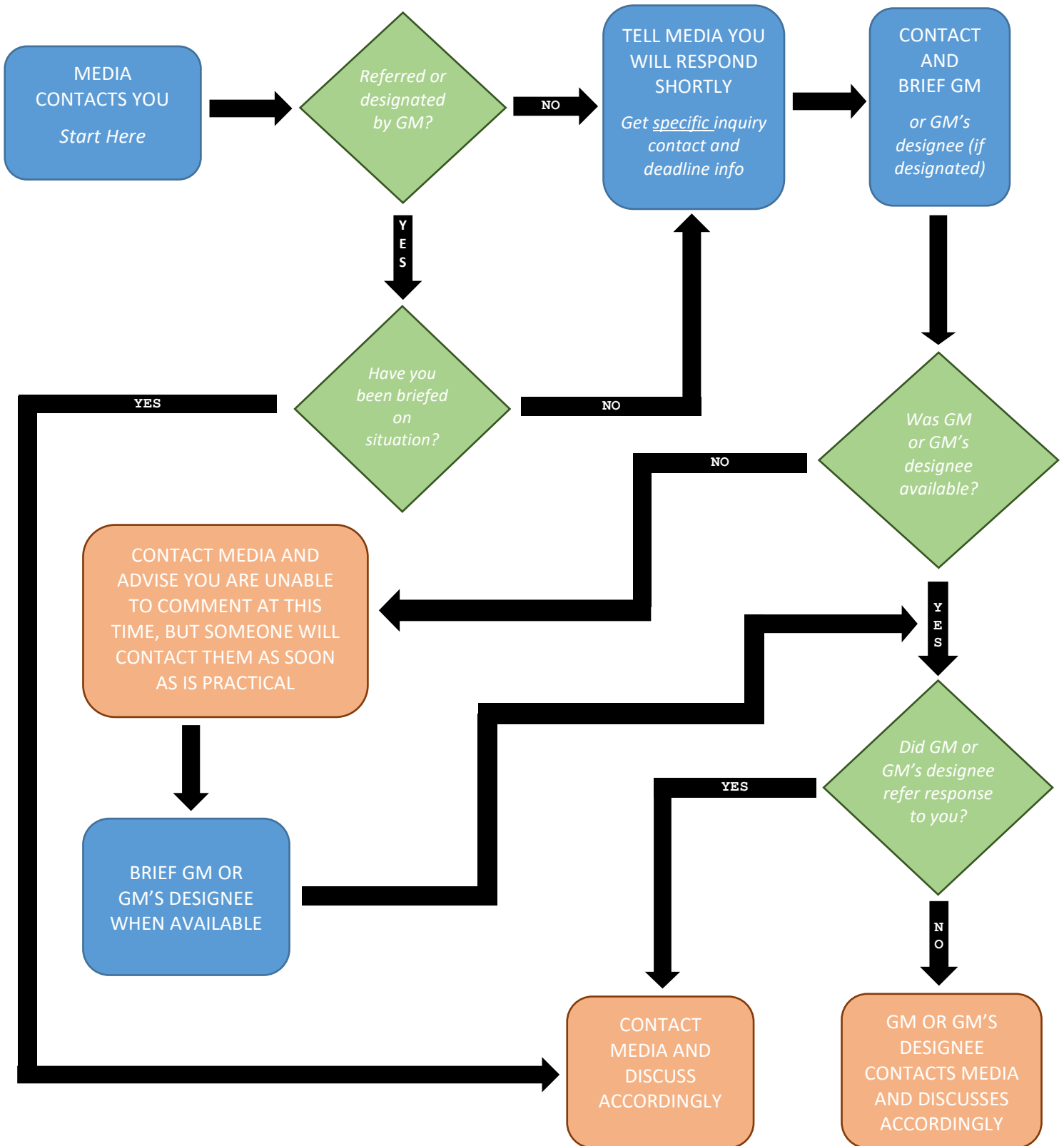
1. Authority. The General Manager has sole authority to contact and respond to media inquiries on behalf of the District. The General Manager may choose to designate personnel or Directors to speak to the media on behalf of the District for specific or routine District activities.

The Board of Directors may vote to designate media contact authority to a Director for a specific time frame in the event the General Manager is unavailable or specific circumstances warrant such action.

2. Referring Questions. In the event Directors or staff are approached for comment by the news media, they shall refer all inquiries to the General Manager in accordance with the attached Media Response Flow Chart.
3. No Admission of Legal Responsibility. No employee or Director shall have any right or authority to make any representation to members of the public or others that the District has legal responsibility for any action, omission or event causing injury, financial loss, damage or inconvenience to any person or property.

# MEDIA RESPONSE FLOW CHART

## *Twain Harte Community Services District*



**TWAIN HARTECOMMUNITY SERVICES DISTRICT**  
**Policy and Procedure Manual**

**POLICY TITLE: Leave Abuse Prevention**

**POLICY NUMBER: 2045**

**ADOPTED:**

**AMENDED:**

**LAST AMENDED:**

**2045.10 PURPOSE**

The purpose of this policy is to encourage responsible use of leave benefits and to define misuse and/or abuse of leave benefits. The intent of this Policy is to maximize employee access to all leave benefits (sick, vacation, management, compensatory time off (CTO), and other paid or unpaid leave benefits) without compromising operational continuity or compliance with federal and state law.

**2045.20 GENERAL EXPECTATIONS**

**2045.21 Employer.** All District supervisors are expected to:

1. Administer leave policies in a fair, consistent and non-discriminatory manner with an intent to empower employees to responsibly utilize leave benefits available to them.
2. Interpret this Policy in a manner that is consistent with District policies, Board-approved Union Labor Contracts, and laws. Nothing in this policy is intended to interfere with legally protected leave rights.
3. Never retaliate against any employee for requesting/using legally protected leave or filing a complaint regarding leave rights.

**2045.22 Employees.** All District employees are expected to:

1. Consider workload and operational impacts of leave requests whenever circumstances allow so as not to unduly disrupt the District's operations.
2. Comply with the requirements of all District policies and Board-approved Labor Contracts related to the use of leave benefits. This includes, but is not limited to leave requests and approvals, timing and method of leave notification, purpose for leave, provision of required documentation, etc.

### **2045.30 MISUSE/ABUSE OF LEAVE**

The following actions may be considered misuse and/or abuse of leave benefits:

1. Using sick leave for any reason other than those specifically listed in Policy 2040 (Sick Leave).
2. Using unscheduled sick leave immediately preceding or following any day off (holiday, vacation, CTO, or other leave) on at least three occasions within a 120-day period.
3. Failing to provide advance notice and obtain approval for scheduled leave of any duration, including sick, vacation, management, CTO, or other leave.
4. Using unscheduled sick leave after a supervisor has denied the use of other leave for the same period.
5. Using any leave when a supervisor has declared a temporary cessation of discretionary leave approval due to emergency or operational needs.
6. Using any form of leave to avoid a work assignment.
7. Providing falsified documentation or failing to provide documentation to justify leave as required by District policies and applicable Labor Union Contracts.

### **2045.40 LEGALLY PROTECTED LEAVE**

Use of legally protected leave shall not be considered misuse or abuse. Prior to determining if leave benefits have been misused or abused, the District shall evaluate whether an absence may be protected under applicable law, including but not limited to California Paid Sick Leave Law, Family and Medical Leave Act (FMLA), California Family Rights Act (CFRA), Pregnancy Disability Leave, Fair Employment and Housing Act (FEHA), and Workers' Compensation Laws.

### **2045.50 MONITORING USE OF LEAVE**

District supervisors are responsible for administering and monitoring use of leave benefits to ensure responsible use. This may include, but is not limited to, monitoring:

- The frequency and timing of unscheduled leave use.
- The manner and timing of leave requests and notifications.
- Use of leave in a manner that avoids assignments or keeps employees from completing assigned work in a timely manner.
- Use of leave during temporary cessation of discretionary leave approval.
- Unauthorized absences and/or use of leave.

### **2045.60 INVESTIGATION**

If a supervisor suspects that an employee has misused and/or abused leave, he/she

shall confirm through investigation prior to implementing any disciplinary actions. Prior to any investigation, supervisors shall confirm that the leave use in question is not considered legally protected leave. Represented employees shall be entitled to Union representation in accordance with applicable Board-approved Labor Contracts and law. Employees may be asked to provide verbal or written documentation to support their leave use that is under investigation.

#### **2045.61 VIOLATION & DISCIPLINE**

Misuse and/or abuse of leave may result in disciplinary action up to, and including, termination. All disciplinary actions shall be carried out in accordance with District policies, applicable Board-approved Union Labor Contracts, and law.