

TWAIN HARTE COMMUNITY SERVICES DISTRICT

Finance/Policy Committee Meeting

Chair: *Mary Dearborn*

Co-Chair: *Charlotte Bohlman*

THCSD CONFERENCE ROOM
22912 VANTAGE POINTE DR., TWAIN HARTE
September 2, 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/85797877946>
- Meeting ID: 857 9787 7946
- Telephone: (669) 900-6833

AGENDA

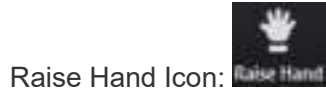
- 1. Annual review of Policy #2002 – Discrimination.**
- 2. Review and discuss proposed revisions to Policy #2083 – Training and Travel Authorization and Expense Reimbursement Policy.**
- 3. Review and discuss proposed revisions to Policy #2315 – Unlawful Harassment.**
- 4. Annual review of Policy #3030 – Injury Illness Prevention Program.**
- 5. Discuss potential replacement of aging Admin office HVAC system.**
- 6. Discuss potential administrative services assistance request.**
- 7. Adjourn.**

HOW TO VIRTUALLY PARTICIPATE IN THIS MEETING

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

- **Before the Meeting:**
 - Email comments to 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 Board Secretary: 22912 Vantage Pointe Dr., 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.



- 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.

PUBLIC COMMENT RULES

- 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 providing 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

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Discrimination
POLICY NUMBER: 2002
ADOPTED: March 21, 2006
AMENDED: 9/11/2014, 9/9/2020, 11/12/2020
LAST AMENDED: September 11, 2024

2002.10 PURPOSE

The purpose of this policy is to ensure that there shall be no discrimination in any personnel action, including recruitment, appointment, performance evaluation, promotion, the granting of leave, and any disciplinary or grievance action for the following:

- Age (40 and over)
- Ancestry, National Origin
- Color
- Disability (mental and physical)
- Genetic Information
- Gender (including gender identity or gender expression)
- Marital Status
- Medical Condition
- Military/Veteran Status
- Pregnancy/Childbirth (breastfeeding or related medical conditions)
- Race
- Religion, Creed
- Reproductive Health Decision-making
- Sex, Gender (including pregnancy, childbirth, breastfeeding or related medical conditions.)
- Sexual Orientation
- Any other basis protected by federal, state or local law, ordinance or regulation.

2002.20 Unpaid Interns, Volunteers and Service Providers

Protections against discrimination and harassment shall extend to unpaid interns and volunteers. There shall be no discrimination against unpaid interns or volunteers in regards to selection, termination, training and treatment for any of the reasons listed above or other protections provided by law. Furthermore, unpaid interns, volunteers, and persons providing services pursuant to a contract shall not be subjected to harassment in the workplace for any of the reasons listed above or other protections provided by law.

2002.30 Third Parties

All employees are protected from illegal conduct from any workplace source, including third parties who are in the workplace.

2002.40 Customers

There shall be no discrimination, for any of the reasons stated above or provided by law, in any actions taken by the District in dealing with our customers or the general public.

2002.50 Reporting Complaints

There are several avenues of reporting a confidential complaint other than to a direct supervisor, the different avenues of reporting include:

- Report to direct supervisor.
- Report to your supervisor's supervisor.
- Report to General Manager.
- If the complaint is in regards to General Manager, report to the President of the Board of Directors.

2002.60 Response to Reported Complaints

Every reported incident of discrimination will be documented, tracked and promptly investigated by qualified personnel or a District representative with the cooperation of the employee and/or the public member reporting the discrimination. This policy requires anyone who receives a complaint of misconduct to report the complaint to the General Manager. If the complaint is in regards to the General Manager, the recipient of the complaint can report to the President of the Board of Directors. Confidentiality of all persons involved in the incident shall be maintained. Employees will not be exposed to retaliation as a result of the making a complaint or participating in any workplace investigation. The results of any investigation of alleged discrimination shall promptly be communicated to the employee or public member. Where charges of discrimination by an employee are substantiated, appropriate corrective action will be taken. Appropriate action might range from counseling to termination.

2002.70 Employee Information

To ensure that all employees understand these protections and mandated procedures, a copy of this policy will be provided to employees upon hire and an updated electronic copy will be posted in a location accessible to all employees. New employees and unpaid interns shall acknowledge receipt of the policy in writing and shall be required to undergo training within six months of starting their employment or volunteer internship. Seasonal or temporary employees employed less than six months shall undergo training within 30 days of starting their employment.

2002.80 Annual Review

To ensure that this policy is protecting the rights of all employees against discrimination, this policy shall be reviewed annually by the Board of Directors in a regular meeting. All employees should be reminded of the Board's consideration of the policy and encouraged to submit written or verbal comments as to its effectiveness.

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Policy and Procedure Manual

POLICY TITLE: Discrimination
POLICY NUMBER: 2002
ADOPTED: March 21, 2006
AMENDED: 9/11/2014, 9/9/2020, 11/12/2020, 9/11/24
LAST AMENDED: September ~~11, 2024~~9, 2026
LAST REVIEWED: September ~~10, 2025~~9, 2026

2002.10 PURPOSE

The purpose of this policy is to ensure that there shall be no discrimination in any personnel action, including recruitment, appointment, performance evaluation, promotion, the granting of leave, and any disciplinary or grievance action for the following:

- Age (40 and over)
- Ancestry, National Origin
- Color
- Disability (mental and physical)
- Genetic Information
- Gender (including gender identity or gender expression)
- Marital Status
- Medical Condition
- Military/Veteran Status
- Pregnancy/Childbirth (breastfeeding or related medical conditions)
- Race
- Religion, Creed
- Reproductive Health Decision-making
- Sex, Gender (including pregnancy, childbirth, breastfeeding or related medical conditions.)
- Sexual Orientation
- Any other basis protected by federal, state or local law, ordinance or regulation.

These protections include any combination of the characteristics listed above, a perception that a person has any such characteristics or combination of characteristics, or a perception that a person is associated with a person who has, or is perceived to have, any such characteristics or combination of characteristics.

2002.20 Unpaid Interns, Volunteers and Service Providers

Protections against discrimination and harassment shall extend to unpaid interns and volunteers. There shall be no discrimination against unpaid interns or volunteers in regards to selection, termination, training and treatment for any of the reasons listed above or other protections provided by law. Furthermore, unpaid interns, volunteers, and persons providing services pursuant to a contract shall not be subjected to harassment in the workplace for any of the reasons listed above or other protections provided by law.

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exposed to retaliation as a result of the making a complaint or participating in any workplace investigation. The results of any investigation of alleged discrimination shall promptly be communicated to the employee or public member. Where charges of discrimination by an employee are substantiated, appropriate corrective action will be taken. Appropriate action might range from counseling to termination.

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To ensure that this policy is protecting the rights of all employees against discrimination, this policy shall be reviewed annually by the Board of Directors in a regular meeting. All employees should be reminded of the Board's consideration of the policy and encouraged to submit written or verbal comments as to its effectiveness.

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Training and Travel Authorization and Expense Reimbursement Policy

POLICY NUMBER: 2083

ADOPTED: August 11, 2016

AMENDED:

LAST AMENDED:

2083.10 PURPOSE

Twain Harte Community Services District believes in providing sufficient training opportunities for board members and employees in order to achieve high levels of performance and to enable effective and sound decision making. The purpose of this policy is to prescribe the manner in which District employees and directors may receive approval to attend training events and be reimbursed for expenditures related to District training and out-of-county travel.

2083.20 INTENT

Provisions regarding expense reimbursement are intended to result in no personal gain or loss to an employee or director and are intended to be consistent with prudent use of public funds, best business practices and applicable laws.

2083.30 TRAINING/TRAVEL AUTHORIZATION

Employee and Board of Director training and/or out-of-county travel may be authorized when deemed necessary and in the best interest of the District or as a pre-approved employee professional development plan.

2083.31 Employee Training/Travel. Employees may travel to participate in pre-approved training programs and conferences or to attend to District business that cannot take place locally. Travel and cost estimates must be approved in advance by the Department Manager or General Manager using the District's Training/Travel Authorization and Expense Authorization Form.

2083.32 Board of Directors Training/Travel. Members of the board may travel to participate in training programs and conferences or to attend to District business that cannot take place locally. Training and travel must be approved in advance as set forth in policy 4090 – Training, Education & Conferences.

2083.40 ELIGIBLE TRAVEL EXPENSES

District employees and directors are eligible to receive reimbursements for transportation, meals, lodging, and other reasonable and necessary expenses for attending the above

occurrences on behalf of the Twain Harte Community Services District. Travel on the day before an event will generally be allowed when attendance would require travel time before 6:00 a.m. in order to make it in time to the event. Return travel on the day after the event will generally be allowed in the event that traveling on the last day of the event would result in the attendee arriving at his/her place of residence after 8:00 p.m.

2083.41 Registration Costs. Costs for seminars, conferences, workshops, and meetings will, whenever possible, be pre-paid by the District when the employee has been authorized to travel to such events. Attendees should make every effort to submit travel authorization requests in enough time to utilize early-bird registration discounts or avoid late registration fees.

2083.42 Transportation. Transportation will be by the most economical means, as determined by the District. Employees are encouraged to use a District vehicle for travel, if available, and when travel by vehicle is the most economical option.

2083.42.1 District Vehicle – When a district vehicle is used, transportation reimbursement will be limited to the cost of fuel only.

2083.42.2 Personal Vehicle – When a personal vehicle is used, transportation reimbursement will be calculated on a per mile basis according to the current IRS Standard Mileage Rate. The following will also apply:

1. Mileage will be computed from the distance of the employee's or Director's residence or normal designated worksite to the destination, and return. Mileage may also include travel to and from an airport or other place of public transportation used to travel to and from the final destination.
2. Fuel costs will not be reimbursed in addition to the standard mileage rate.
3. No reimbursements will be made for the repair of a private vehicle.
4. The driver must possess a valid driver's license and carry liability insurance.

2083.42.3 Air Travel – When airfare is the most economical method of transportation, the following rules and guidelines shall apply:

1. Use of a carrier that delivers the most direct and economical option should be used.
2. Reimbursement will be based on travel by coach/economy class.
3. No additional charges or higher airline rates may be incurred for reimbursement by the District for the purpose of obtaining frequent flyer miles or any other promotional discounts for future use.

2083.42.4 Car Rental – Rental cars may be used if public transportation is not available and it is the most economical means of transportation. The following rules and guidelines shall apply:

1. The type and size of the automobile rented shall be the least expensive option appropriate to the use required by the employee or Director.
2. Luxury cars are not to be rented under any circumstance.
3. Effort should be made to obtain the lowest rate whenever possible.

2083.42.5 Use of Taxis – Use of taxis is discouraged. Attempts must be made to utilize hotel/motel shuttle services to and from an airport or train/bus station. Taxi services will not be reimbursed for travel to a restaurant unless there are no available facilities at or near the venue of the event or at the place of lodging.

2083.43 Lodging. The District will pay for lodging for as many nights as necessary for the business purpose of the trip. Lodging costs shall not exceed the maximum group rate published by the conference or activity sponsor. If a published group rate is unavailable, the cost of lodging shall not exceed the IRS approved standard lodging rate for travel. (see www.gsa.gov) Receipts are required. The following rules and guidelines apply:

1. Lodging is generally allowed for the evening before an event if the attendee has to leave before 6:00 a.m. on the day of the event to arrive on time.
2. Lodging is generally allowed for the last day of the event if traveling on the last day would result in the attendee arriving at his/her residence after 8:00 p.m.
3. Employees may choose to share or have their own lodging accommodation.

2083.44 Meals. The cost of each meal shall not exceed the below rates. Receipts are required.

- Breakfast - \$16.00
- Lunch - \$17.00
- Dinner - \$31.00

2083.44.1 Partial Travel Day Meals – Partial travel day meals are reimbursable when travel takes place during mealtimes subject to the below time frames:

- Breakfast – allowed on the day of travel when travel begins before 6:00 a.m.
- Lunch – allowed if first day of travel begins before 11:00 a.m. or if last day of travel ends after 1:30 p.m.
- Dinner – allowed if first day of travel begins before 4:30 p.m. or if last day of travel ends after 6:30 p.m.

2083.44.2 Event-Provided Meals – Attendees are expected to take advantage of meals that are included in the cost of an attended event. An exception may be granted if a written justifiable reason (e.g. dietary concerns, meeting with peers, etc) is submitted with the Training/Travel Authorization & Expense Reconciliation Form.

2083.50 IN-ELIGIBLE TRAVEL EXPENSES

2083.51 Personal Expenses. The cost of personal items such as in-room movies, personal phone calls, laundry service, fitness center, valet parking (unless hotel self-parking option is not available), and alcoholic beverages are ineligible.

2083.52 Other Family Members. The cost of providing transportation, meals, lodging, etc. for a spouse or other family member(s) is ineligible.

2083.53 No-Show Charges. An attendee will be responsible for all non-refundable costs or no-show charges resulting from failure to attend an event. Exceptions may be granted for emergencies or illness. The attendee shall make every effort to notify their supervisor, the General Manager or Finance Officer as soon as possible of such an occurrence.

2083.54 Unreasonable Expenditures. Expenses that do not adhere to this adopted reimbursement policy or the IRS reimbursable rates, and that do not receive prior approval from the Board of Directors in a public meeting (applicable to board members) or the General Manager (applicable to employees) prior to the expense being incurred shall not be eligible for reimbursement.

2083.55 Response by Fire Employees Under Mutual Aid Agreements. Responses by District Fire employees to incidents or emergencies declared by other agencies are defined by Mutual Aid Agreements that have been approved by the Board. Therefore, expenses, including meals, are subject to the Mutual Aid Agreements and are not eligible expenses under this policy.

2083.60 REIMBURSEMENT PROCEDURE

2083.61 Employee Travel Cards. All employees except department managers are required to use a District Travel Card when traveling. Employees may checkout a District travel card no earlier than two days before expected travel. Credit cards will only be issued to employees who have an approved travel authorization/cost estimate form for the specific event on file with the District office. The travel card must be returned to the District office within one (1) working day of the employees return. District directors will not be issued District credit cards for travel expenses and will instead be reimbursed for expenses after travel ends according to sections 2083.62 and 2083.64.

2083.62 Training/Travel Authorization or Expense Reconciliation Forms. The Training/Travel Authorization and Expense Reconciliation Form must be submitted and approved prior to travel and must be submitted to the Finance Officer with all receipts attached within five (5) working days of the employees return.

2083.62 Travel Reimbursement Request Forms. Directors must complete and submit a Board Training/Travel Reimbursement Form to the Finance Officer within fifteen (15) days of return.

2083.63 Approval of Reconciliation and Reimbursement Request Forms. The District Finance Officer or the General Manager will review and approve reconciliation forms.

2083.64 Timing of Reimbursement. Once the expense claim form has been approved, a check for costs not charged to a District credit card will be cut within two weeks as part of the District's normally scheduled bill payments.

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Training and Travel Authorization and Expense Reimbursement ~~Policy~~
POLICY NUMBER: 2083
ADOPTED: August 11, 2016
AMENDED: 9/9/26
LAST AMENDED: September 9, 2026

2083.10 PURPOSE

Twain Harte Community Services District believes in providing sufficient training opportunities for ~~its~~ board ~~members of directors~~ and employees in order to achieve high levels of performance and to enable effective and sound decision making. The purpose of this policy is to set forth requirements for approval of District training, out-of-county travel and reimbursement of related expenditures. ~~prescribe the manner in which District employees and directors may receive approval to attend training events and be reimbursed for expenditures related to District training and out-of-county travel.~~

2083.20 INTENT

Provisions regarding expense reimbursement are intended to result in no personal gain or loss to an employee or director and are intended to be consistent with prudent use of public funds, best business practices and applicable laws.

2083.30 TRAINING/TRAVEL AUTHORIZATION

Employee and ~~Board board of Director~~ training and/or out-of-county travel may be authorized when deemed necessary and in the best interest of the District or as a pre-approved employee professional development plan.

2083.31 Employee Training/Travel. Employees may travel to participate in pre-approved training programs and conferences or to attend to District business that cannot take place locally. Travel and cost estimates must be approved in advance by the Department Manager or General Manager using the District's Training/Travel Authorization and Expense Authorization Form.

2083.32 Board of Directors Training/Travel. Members of the board may travel to participate in training programs and conferences or to attend to District business that cannot take place locally. Training and travel must be approved in advance as set forth in policy 4090 – Training, Education & Conferences.

2083.40 ELIGIBLE TRAVEL EXPENSES

District employees and directors are eligible to receive reimbursements for transportation, meals, lodging, registration and other reasonable and necessary expenses incurred while attending or performing authorized District-related training/travel for attending the above occurrences on behalf of the Twain Harte Community Services District. Expenses shall be reasonable, necessary and directly related to District business.

Travel on the day before an event will generally be allowed when attendance would require travel to begin travel time before 6:00 a.m. ~~in order to make it in time to the event.~~ Return travel on the day after the event will generally be allowed ~~when in the event that~~ traveling on the last day of the event would result in the attendee arriving at his/her place of residence after 8:00 p.m.

2083.41 Registration Costs. Costs for seminars, conferences, workshops, and meetings will, whenever possible, be pre-paid by the District when the employee or director has been authorized to travel to such events. Attendees should make every effort to submit travel authorization requests in enough time to utilize early-bird registration discounts or avoid late registration fees.

2083.42 Transportation. Transportation shall be by a reasonable and economical means, taking into consideration cost, travel time, availability, safety and the needs of the District. will be by the most economical means, as determined by the District. Employees are encouraged to use a District vehicle for travel when it is, if available, e, and when travel by vehicle is the most economical option. reasonable and economical.

2083.42.1 District Vehicle – When a District vehicle is used, no mileage reimbursement shall be provided. Only reasonable and necessary transportation expenses will be reimbursed, including fuel or vehicle charging, tolls and parking. transportation reimbursement will be limited to the cost of fuel only.

2083.42.2 Personal Vehicle – When a personal vehicle is authorized for District travel, used, transportation reimbursement will be calculated on a per mile basis according to using the current IRS Standard Mileage Rate for business travel.

The following will also apply:

1. Mileage will be computed from the distance of the employee's or Director's residence or normal designated worksite to the destination, and return. Mileage may ~~also~~ include travel to and from an airport or other place of public transportation used to travel to and from the final destination.
2. Fuel costs will not be reimbursed in addition to the standard mileage rate.
3. No reimbursements will be made for the repair of a private vehicle, including any damages that occur during authorized travel.
4. The driver must possess a valid driver's license and carry liability insurance.

2083.42.3 Air Travel – When air travel is a reasonable and economical method of transportation, airfare is the most economical method of transportation, the following rules rules and guidelines shall apply:

1. Use of a carrier that delivers the most direct and economical option should be used. Reasonable efforts shall be made to obtain economical fares and reasonably direct travel.
2. Reimbursement will be based on travel by coach/economy class.
- ~~2.3.~~ Reasonable baggage fees and other necessary airline fees may be reimbursed.
- ~~3.4.~~ The District will not reimburse ~~No~~ additional charges or higher airline rates ~~may be incurred for reimbursement by the District~~ for the purpose of obtaining frequent flyer miles or any other promotional discounts for future use.

2083.42.4 Car Rental – Rental cars may be used when reasonably necessary and when other transportation alternatives are unavailable, impractical or less economical. if public transportation is not available and it is the most economical means of transportation. The following rules rules and guidelines shall apply:

1. The type and size of the automobile rented shall be the least expensive option reasonably appropriate for the business purpose and number of travelersto the use required by the employee or Director.
2. Luxury cars are not to be rented unless no reasonable alternative is available. under any circumstance.
3. Reasonable efforts shall be made to obtain government, group, or other discounted rates when available. Effort should be made to obtain the lowest rate whenever possible.
- ~~3.4.~~ Necessary fuel or charging costs, tolls, and parking associated with an authorized rental vehicle are reimbursable.

2083.42.5 ~~Use of Taxis~~Ground Transportation – ~~Use of~~ Reasonable expenses for taxis, rideshare services, public transportation, shuttles and similar ground transportation are reimbursable when determined to be a reasonable and economical means of transportation based upon cost, availability, travel time, safety and practicality. Gratuities for taxi, rideshare, or similar ground transportation shall only be reimbursed up to 10% of the fare. is discouraged. Attempts must be made to utilize hotel/motel shuttle services to and from an airport or train/bus station. Taxi services will not be reimbursed for travel to a restaurant unless there are no available facilities at or near the venue of the event or at the place of lodging.

2083.43 Lodging. The District will pay reimburse actual lodging expenses ~~for lodging~~ for as many nights as necessary for the business purpose of the trip. Receipts are required.

When lodging is associated with a conference or event offering a published group rate, lodging expenses shall not exceed the published rate. When a group rate is not available actual lodging expenses shall not exceed \$250 per night, excluding applicable taxes and mandatory fees.

If reasonable lodging within the established \$250 maximum rate is unavailable or impractical due to location, availability, safety, seasonal pricing, conference or travel requirements, or other reasonable business circumstances, employees may request advanced approval of the General Manager for reimbursement at higher rates. Approval for reimbursement at higher rates will be at the sole discretion of the General Manager. Board members may only receive approval to exceed lodging rates by board action. Lodging costs shall not exceed the maximum group rate published by the conference or activity sponsor. If a published group rate is unavailable, the cost of lodging shall not exceed the IRS approved standard lodging rate for travel. (see www.gsa.gov) Receipts are required.

The following rules ~~and guidelines~~ apply to reimbursable lodging:

1. Lodging is generally allowed for the evening before an event if the attendee has to leave before 6:00 a.m. on the day of the event to arrive on time.
2. Lodging is generally allowed for the last day of the event if traveling on the last day would result in the attendee arriving at his/her residence after 8:00 p.m.
3. Employees and directors may choose to share or have their own lodging accommodation.
4. Employees and directors shall make reasonable efforts to obtain economical lodging and shall utilize available government, conference or group rates when available and appropriate.
- ~~3-5.~~ Necessary hotel parking shall be considered reimbursable and not included in the lodging rate limit.

2083.44 Meals. The actual reimbursed cost of each meal, including taxes and gratuity, shall not exceed the below rates. Reimbursable gratuity shall be limited to 20% of the meal cost. Alcoholic is not reimbursable. Receipts are required.

- Breakfast - ~~\$16.00~~20.00
- Lunch - ~~\$17.00~~25.00
- Dinner - ~~\$31.00~~40.00

2083.44.1 Partial Travel Day Meals – Partial travel day meals are reimbursable when travel takes place during mealtimes subject to the below time frames:

- Breakfast – allowed on the day of travel when travel begins before 6:00 a.m.
- Lunch – allowed if first day of travel begins before 11:00 a.m. or if last day of travel ends after 1:30 p.m.

- Dinner – allowed if first day of travel begins before 4:30 p.m. or if last day of travel ends after 6:30 p.m.

2083.44.2 Event-Provided Meals – Attendees are expected to ~~take advantage of~~ meals ~~that are~~ included in the ~~registration~~ cost of an ~~attended~~ event. An exception may be approved when there is a reasonable justification, such as dietary restrictions, a conflicting District business obligation, or another reasonable circumstance. The justification shall be documented on the granted if a written justifiable reason (e.g. dietary concerns, meeting with peers, etc) is submitted with the Training/Travel Authorization & Expense Reconciliation Form.

2083.50 IN-ELIGIBLE TRAVEL EXPENSES

2083.51 Personal Expenses. ~~Personal expenses are not reimbursable. Examples include The cost of personal items such as in-room movies personal entertainment, personal phone charges, calls, optional hotel amenities, laundry service, fitness center or recreation charges, alcoholic beverages, optional travel upgrades, valet parking when reasonable self parking is available, and other expenses unrelated to District business. (unless hotel self parking option is not available), and alcoholic beverages are ineligible.~~

2083.52 Other Family Members. ~~The cost of providing t~~Transportation, meals, lodging, registration, and other expenses etc. for a spouse or other family member accompanying an employee or director are not reimbursable by the District.(s) is ineligible.

2083.53 No-Show Charges. ~~An attendee-employee or director will be required to reimburse the District for avoidable non-refundable expenses, cancellation charges, or no-show charges resulting from the employee or director's failure to attend an authorized event without reasonable justification.~~

Reimbursement shall not be required when cancellation or non-attendance results from District operational needs, illness, emergency, weather or travel disruption, outside cancellation or modification of the event, or other circumstances reasonably outside of the attendee's control. Reasonableness will be determined by the General Manager.

Attendees shall make reasonable efforts to cancel reservations and minimize costs and shall notify the General Manager or Accountant as soon as possible. responsible for all non-refundable costs or no-show charges resulting from failure to attend an event. Exceptions may be granted for emergencies or illness. The attendee shall make every effort to notify their supervisor, the General Manager or Finance Officer as soon as possible of such an occurrence.

2083.54 Unreasonable Expenditures. Expenses that do not adhere to this Policy or that are not reasonable and necessary District business expenses shall not be

reimbursed unless an exception is authorized in accordance with this policy and applicable law.

Exceptions for employees may be approved in advance by the General Manager. Exceptions for directors must be approved by board action in accordance with law, adopted reimbursement policy or the IRS reimbursable rates, and that do not receive prior approval from the Board of Directors in a public meeting (applicable to board members) or the General Manager (applicable to employees) prior to the expense being incurred shall not be eligible for reimbursement.

2083.55 Response by Fire Employees Under Mutual Aid Agreements.

Responses by District Fire employees to incidents or emergencies declared by other agencies are defined by Mutual Aid Agreements that have been approved by the Board. Therefore, expenses, including meals, are subject to the Mutual Aid Agreements and are not eligible expenses under this policy. If Mutual Aid Agreements for specific incidents/emergencies do not provide reimbursable accommodations or other needs that are reasonably necessary for employee safety, the General Manager may approve District reimbursement of expenses for such accommodations or needs in accordance with this policy.

2083.60 REIMBURSEMENT PROCEDURE

2083.61 Employee Travel Cards. All employees except department managers are required to use a District Travel Card when traveling. Employees may check out a District travel card no earlier than two days before expected travel. Credit cards will only be issued to employees who have an approved travel authorization/cost estimate form for the specific event on file with the District office. The travel card must be returned to the District office within one (1) working day of the employee's return. District directors will not be issued District credit cards for travel expenses and will ~~instead~~ be reimbursed for expenses after travel ends according to sections 2083.62 and 2083.64.

2083.62 Employee Training/Travel Authorization and Reconciliation Forms. The Training/Travel Authorization and Expense Reconciliation Form must be submitted and approved prior to travel and must be submitted to the ~~Finance Officer~~Accountant with all receipts attached within ~~five-ten~~ (105) working days of the employees return.

2083.632 Board Training/Travel Reimbursement Request Forms. Directors must complete and submit a Board Training/Travel Reimbursement Form to the ~~Finance Accountant Officer~~ within ~~fifteen-ten~~ (105) days of return.

2083.63-64 Approval of Reconciliation and Reimbursement Request Forms. The District ~~Finance Officer~~Accountant or ~~the~~ General Manager will review and approve reconciliation-reimbursement forms.

2083.64-65 Timing of Reimbursement. Once ~~the-a expense-claim~~reimbursement request form has been approved, a check for reimbursement of authorized expenses will generally be issued within two weeks as part of the District's normally scheduled

~~accounts payable process, costs not charged to a District credit card will be cut within two weeks as part of the District's normally scheduled bill payments.~~

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Training and Travel Authorization and Expense Reimbursement
POLICY NUMBER: 2083
ADOPTED: August 11, 2016
AMENDED: 9/9/26
LAST AMENDED: September 9, 2026

2083.10 PURPOSE

Twain Harte Community Services District believes in providing sufficient training opportunities for its board of directors and employees in order to achieve high levels of performance and to enable effective and sound decision making. The purpose of this policy is to set forth requirements for approval of District training, out-of-county travel and reimbursement of related expenditures.

2083.20 INTENT

Provisions regarding expense reimbursement are intended to result in no personal gain or loss to an employee or director and are intended to be consistent with prudent use of public funds, best business practices and applicable laws.

2083.30 TRAINING/TRAVEL AUTHORIZATION

Employee and board training and/or out-of-county travel may be authorized when deemed necessary and in the best interest of the District or as a pre-approved employee professional development plan.

2083.31 Employee Training/Travel. Employees may travel to participate in pre-approved training programs and conferences or to attend to District business that cannot take place locally. Travel and cost estimates must be approved in advance by the Department Manager or General Manager using the District's Training/Travel Authorization and Expense Authorization Form.

2083.32 Board Training/Travel. Members of the board may travel to participate in training programs and conferences or to attend to District business that cannot take place locally. Training and travel must be approved in advance as set forth in policy 4090 – Training, Education & Conferences.

2083.40 ELIGIBLE TRAVEL EXPENSES

District employees and directors are eligible to receive reimbursement for transportation, meals, lodging, registration and other reasonable and necessary expenses incurred while attending or

performing authorized District-related training/travel. Expenses shall be reasonable, necessary and directly related to District business.

Travel on the day before an event will generally be allowed when attendance would require travel to begin before 6:00 a.m. Return travel on the day after the event will generally be allowed when traveling on the last day of the event would result in the attendee arriving at his/her place of residence after 8:00 p.m.

2083.41 Registration Costs. Costs for seminars, conferences, workshops, and meetings will, whenever possible, be pre-paid by the District when the employee or director has been authorized to travel to such events. Attendees should make every effort to submit travel authorization requests in enough time to utilize early-bird registration discounts or avoid late registration fees.

2083.42 Transportation. Transportation shall be by a reasonable and economical means, taking into consideration cost, travel time, availability, safety and the needs of the District. Employees are encouraged to use a District vehicle for travel when it is available, reasonable and economical.

2083.42.1 District Vehicle – When a District vehicle is used, no mileage reimbursement shall be provided. Only reasonable and necessary transportation expenses will be reimbursed, including fuel or vehicle charging, tolls and parking.

2083.42.2 Personal Vehicle – When a personal vehicle is authorized for District travel, reimbursement will be calculated using the current IRS Standard Mileage Rate for business travel. The following will also apply:

1. Mileage will be computed from the distance of the employee's or Director's residence or normal designated worksite to the destination, and return. Mileage may include travel to and from an airport or other place of public transportation used to travel to and from the final destination.
2. Fuel costs will not be reimbursed in addition to the standard mileage rate.
3. No reimbursements will be made for the repair of a private vehicle, including any damages that occur during authorized travel.
4. The driver must possess a valid driver's license and carry liability insurance.

2083.42.3 Air Travel – When air travel is a reasonable and economical method of transportation, the following rules shall apply:

1. Reasonable efforts shall be made to obtain economical fares and reasonably direct travel.
2. Reimbursement will be based on travel by coach/economy class.
3. Reasonable baggage fees and other necessary airline fees may be reimbursed.

4. The District will not reimburse additional charges or higher airline rates for the purpose of obtaining frequent flyer miles or any other promotional discounts for future use.

2083.42.4 Car Rental – Rental cars may be used when reasonably necessary and when other transportation alternatives are unavailable, impractical or less economical. The following rules shall apply:

1. The type and size of the automobile rented shall be the least expensive option reasonably appropriate for the business purpose and number of travelers.
2. Luxury cars are not to be rented unless no reasonable alternative is available.
3. Reasonable efforts shall be made to obtain government, group, or other discounted rates when available.
4. Necessary fuel or charging costs, tolls, and parking associated with an authorized rental vehicle are reimbursable.

2083.42.5 Ground Transportation – Reasonable expenses for taxis, rideshare services, public transportation, shuttles and similar ground transportation are reimbursable when determined to be a reasonable and economical means of transportation based upon cost, availability, travel time, safety and practicality. Gratuities for taxi, rideshare, or similar ground transportation shall only be reimbursed up to 10% of the fare.

2083.43 Lodging. The District will reimburse actual lodging expenses for as many nights as necessary for the business purpose of the trip. Receipts are required.

When lodging is associated with a conference or event offering a published group rate, lodging expenses shall not exceed the published rate. When a group rate is not available actual lodging expenses shall not exceed \$250 per night, excluding applicable taxes and mandatory fees.

If reasonable lodging within the established \$250 maximum rate is unavailable or impractical due to location, availability, safety, seasonal pricing, conference or travel requirements, or other reasonable business circumstances, employees may request advanced approval of the General Manager for reimbursement at higher rates. Approval for reimbursement at higher rates will be at the sole discretion of the General Manager. Board members may only receive approval to exceed lodging rates by board action.

The following rules apply to reimbursable lodging:

1. Lodging is generally allowed for the evening before an event if the attendee has to leave before 6:00 a.m. on the day of the event to arrive on time.
2. Lodging is generally allowed for the last day of the event if traveling on the last day would result in the attendee arriving at his/her residence after 8:00 p.m.

3. Employees and directors may choose to share or have their own lodging accommodation.
4. Employees and directors shall make reasonable efforts to obtain economical lodging and shall utilize available government, conference or group rates when available and appropriate.
5. Necessary hotel parking shall be considered reimbursable and not included in the lodging rate limit.

2083.44 Meals. The actual reimbursed cost of each meal, including taxes and gratuity, shall not exceed the below rates. Reimbursable gratuity shall be limited to 20% of the meal cost. Alcoholic is not reimbursable. Receipts are required.

- Breakfast - \$20.00
- Lunch - \$25.00
- Dinner - \$40.00

2083.44.1 Partial Travel Day Meals – Partial travel day meals are reimbursable when travel takes place during mealtimes subject to the below time frames:

- Breakfast – allowed on the day of travel when travel begins before 6:00 a.m.
- Lunch – allowed if first day of travel begins before 11:00 a.m. or if last day of travel ends after 1:30 p.m.
- Dinner – allowed if first day of travel begins before 4:30 p.m. or if last day of travel ends after 6:30 p.m.

2083.44.2 Event-Provided Meals – Attendees are expected to utilize meals included in the registration cost of an event. An exception may be approved when there is a reasonable justification, such as dietary restrictions, a conflicting District business obligation, or another reasonable circumstance. The justification shall be documented on the Training/Travel Authorization & Expense Reconciliation Form.

2083.50 INELIGIBLE TRAVEL EXPENSES

2083.51 Personal Expenses. Personal expenses are not reimbursable. Examples include personal entertainment, personal phone charges, optional hotel amenities, laundry service, fitness or recreation charges, alcoholic beverages, optional travel upgrades, valet parking when reasonable self parking is available, and other expenses unrelated to District business.

2083.52 Other Family Members. Transportation, meals, lodging, registration, and other expenses for a spouse or other family member accompanying an employee or director are not reimbursable by the District.

2083.53 No-Show Charges. An employee or director will be required to reimburse the District for avoidable non-refundable expenses, cancellation charges, or no-show

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charges resulting from the employee or director's failure to attend an authorized event without reasonable justification.

Reimbursement shall not be required when cancellation or non-attendance results from District operational needs, illness, emergency, weather or travel disruption, outside cancellation or modification of the event, or other circumstances reasonably outside of the attendee's control. Reasonableness will be determined by the General Manager.

Attendees shall make reasonable efforts to cancel reservations and minimize costs and shall notify the General Manager or Accountant as soon as possible.

2083.54 Unreasonable Expenditures. Expenses that do not adhere to this Policy or that are not reasonable and necessary District business expenses shall not be reimbursed unless an exception is authorized in accordance with this policy and applicable law.

Exceptions for employees may be approved in advance by the General Manager. Exceptions for directors must be approved by board action in accordance with law.

2083.55 Response by Fire Employees Under Mutual Aid Agreements. Responses by District Fire employees to incidents or emergencies declared by other agencies are defined by Mutual Aid Agreements that have been approved by the Board. Therefore, expenses, including meals, are subject to the Mutual Aid Agreements and are not eligible expenses under this policy. If Mutual Aid Agreements for specific incidents/emergencies do not provide reimbursable accommodations or other needs that are reasonably necessary for employee safety, the General Manager may approve District reimbursement of expenses for such accommodations or needs in accordance with this policy.

2083.60 REIMBURSEMENT PROCEDURE

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2083.62 Employee Training/Travel Authorization and Reconciliation Forms. The Training/Travel Authorization and Expense Reconciliation Form must be submitted and approved prior to travel and must be submitted to the Accountant with all receipts attached within ten (10) working days of the employees return.

2083.63 Board Training/Travel Reimbursement Request Forms. Directors must complete and submit a Board Training/Travel Reimbursement Form to the Accountant within ten (10) days of return.

2083.64 Approval of Reconciliation and Reimbursement Request Forms. The District Accountant or General Manager will review and approve reimbursement forms.

2083.65 Timing of Reimbursement. Once a reimbursement request form has been approved, a check for reimbursement of authorized expenses will generally be issued within two weeks as part of the District's normally scheduled accounts payable process.

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Unlawful Harassment

POLICY NUMBER: 2215

ADOPTED: April 10, 2007

AMENDED: 3/13/2024

LAST AMENDED: March 13, 2024

2215.10 PURPOSE

The Twain Harte Community Services District is committed to providing a work environment for its employees that is free of harassment. The District prohibits sexual harassment and harassment because of race, religious creed, color, gender (including gender identity or gender expression), national origin or ancestry, physical or mental disability, medical condition, marital status, age (40 years or older), sexual orientation, pregnancy/childbirth (or related medical conditions), military/veteran status, reproductive health decision making or any other basis protected by federal, state or local law, ordinance or regulation. This policy applies to all District employees, management, the Board of Directors, unpaid interns, volunteers, vendors, customers, independent contractors and any other person.

2215.20 PROHIBITED HARASSMENT

Prohibited harassment includes, but is not limited to, the following behavior:

1. Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
2. Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
3. Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race or any other protected basis;
4. Retaliation for having reported or threatened to report harassment; and
5. Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors

2215.30 REPORTING HARASSMENT

If any employee of the District believes that they have been harassed in violation of this policy, they should provide a complaint to their direct supervisor as soon as possible after the incident. If the employee is not comfortable reporting the incident to their direct supervisor (or the incident involves their direct supervisor), there are several alternative avenues of reporting a confidential complaint, other than to a direct supervisor, including the following:

- Report to the direct supervisor's supervisor.
- Report to the General Manager.
- If the complaint is in regards to the General Manager, report to the President of the Board of Directors.

Their complaint should include details of the incident(s), name(s) of the individual(s) involved, together with the name(s) of any witness/ witnesses. Staff receiving a harassment complaint will refer the complaint immediately to the General Manager (or their supervisor for presentation to the President of the Board of Directors, in the event the complaint involves the General Manager). The District will immediately undertake a timely, effective, thorough and objective investigation of the harassment complaint. The District will maintain any such harassment complaint as confidential to the extent possible, but cannot guarantee the overall confidentiality of the complaint.

Employees are encouraged to immediately report any incident of harassment so that complaints can be quickly and fairly resolved.

2215.40 REMEDIAL ACTION

If it is determined that harassment in violation of this policy has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined to be responsible for harassment in violation of this policy will be subjected to appropriate disciplinary action, up to and including termination of employment.

The results of the investigation and whether the allegations were sustained will be communicated to the employee lodging the complaint. However, because any disciplinary action by the District against the alleged harasser is considered a confidential personnel matter, this information will not be provided to the employee who lodged the complaint.

Retaliation by management or co-workers against anyone filing a harassment complaint will not be permitted or tolerated.

2215.50 FILING COMPLAINTS WITH OTHER AGENCIES

Employees should be aware that the Federal Equal Employment Opportunity Commission and the California Civil Rights Department investigate and prosecute complaints of prohibited harassment in employment. If an employee believes they have

been harassed or retaliated against for resisting harassment or for making a complaint, the employee may file a complaint with the appropriate agency. The nearest office can be found online on their website.

2215.60 TRAINING

The District provides required sexual harassment training for all employees to the extent required by law. More information on such training is available on the California Civil Rights Department's website (<https://calcivilrights.ca.gov/shpt/>).

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Unlawful Harassment
POLICY NUMBER: 2215
ADOPTED: April 10, 2007
AMENDED: 3/13/2024
LAST AMENDED: ~~March 13, 2024~~ September 9, 2026

2215.10 PURPOSE

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This policy applies to all District employees, management, the Board of Directors, unpaid interns, volunteers, vendors, customers, independent contractors and any other person.

2215.20 PROHIBITED HARASSMENT

Prohibited harassment includes, but is not limited to, the following behavior:

1. Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
2. Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
3. Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race or any other protected basis;
4. Retaliation for having reported or threatened to report harassment; and

5. Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors

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- Report to the direct supervisor's supervisor.
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- If the complaint is in regards to the General Manager, report to the President of the Board of Directors.

Their complaint should include details of the incident(s), name(s) of the individual(s) involved, together with the name(s) of any witness/ witnesses. Staff receiving a harassment complaint will refer the complaint immediately to the General Manager (or their supervisor for presentation to the President of the Board of Directors, in the event the complaint involves the General Manager). The District will immediately undertake a timely, effective, thorough and objective investigation of the harassment complaint. The District will maintain any such harassment complaint as confidential to the extent possible, but cannot guarantee the overall confidentiality of the complaint.

Employees are encouraged to immediately report any incident of harassment so that complaints can be quickly and fairly resolved.

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If it is determined that harassment in violation of this policy has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined to be responsible for harassment in violation of this policy will be subjected to appropriate disciplinary action, up to and including termination of employment.

The results of the investigation and whether the allegations were sustained will be communicated to the employee lodging the complaint. However, because any disciplinary action by the District against the alleged harasser is considered a confidential personnel matter, this information will not be provided to the employee who lodged the complaint.

Retaliation ~~by management or co-workers~~ against anyone filing a harassment

complaint, opposing conduct prohibited by this policy, or participating in an investigation or proceeding will not be permitted or tolerated.

2215.50 FILING COMPLAINTS WITH OTHER AGENCIES

Employees should be aware that the Federal Equal Employment Opportunity Commission and the California Civil Rights Department investigate and prosecute complaints of prohibited harassment in employment. If an employee believes they have been harassed or retaliated against for resisting harassment or for making a complaint, the employee may file a complaint with the appropriate agency. The nearest office can be found online on their website.

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TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Injury and Illness Prevention Program

POLICY NUMBER: 3030

ADOPTED: September 17, 1996

AMENDED: 7/8/2010, 5/9/2013, 9/10/2015, 10/12/2017, 9/15/2021, 9/11/2024

LAST AMENDED: September 10, 2025

LAST REVIEWED: September 10, 2025

3030.10 Safety Policy

3030.11 No function at Twain Harte Community Services District is so critical as to require or justify a compromise of safety and health. We believe that everyone benefits from a safe and healthy work environment. We are committed to maintaining a safe workplace and to complying with applicable laws and regulations governing safety.

3030.12 To achieve this goal, the District has adopted this *Injury & Illness Prevention Program* (IIPP). The IIPP is the responsibility of all employees as we work together to identify and eliminate conditions, practices, policies and procedures that compromise safety.

3030.13 To this end, every manager, supervisor and employee has the authority to take action to prevent mishaps. It takes positive and genuine effort to assure a safe work environment. The alternative is wasted money and wasted time due to occupational injuries and illnesses and their associated pain and suffering.

3030.14 Our expectations are that everyone will:

- A) Complete initial and ongoing safety training, including review of this IIPP.
- B) Do the right thing the first time.
- C) Seek to integrate safety into all tasks.
- D) Avoid taking short cuts.
- E) Take time to assure a safe workplace.
- F) Have a safe and healthy work experience at the District.

3030.15 All employees shall review the IIPP and are expected to strive to achieve the District's ultimate goal of an injury-free workplace.

3030.20 Responsibilities

3030.21 Managers/Supervisors/Employees

Managers, supervisors, and employees have the responsibility of providing a

THCSD 3030 Injury and Illness Prevention Program

safe place to work including plant facilities, equipment, standards and procedures, adequate supervision and recognition for a job done properly. Managers and Supervisors are responsible for training all of their employees to perform their jobs properly and safely. Managers and Supervisors teach, demonstrate, observe and enforce compliance with established safety standards.

3030.22 IIPP Administrator

The IIPP Administrator is the General Manager or his/her designee. The IIPP Administrator has the responsibility for the implementation, maintenance, and update of this program.

3030.23 Employees

Employees have the responsibility of performing their tasks properly and safely. They are to assure themselves that they know how to do the job properly and ask for additional training or assistance when they feel there is a gap in their ability, knowledge, or training. They should never undertake any task, job, or operation unless they are able to perform it safely.

3030.30 Compliance

3030.31 Management Responsibility

Management is responsible for ensuring that the District safety and health policies are clearly communicated and understood by employees. Managers and supervisors are expected to enforce the rules fairly and uniformly.

3030.32 Employee Responsibility

All employees are responsible for using safe work practices, for following directives, policies and procedures, and for assisting in maintaining a safe work environment.

3030.33 Performance Evaluations

As part of employees' regular performance reviews, they are evaluated on their compliance with safe work practices and on what they have done to ensure a safe workplace for their respective employees.

3030.34 Employee Recognition

Employees who make a significant contribution to the maintenance of a safe workplace, as determined by their supervisors, receive written acknowledgment that is maintained in the employees' personnel files.

3030.35 Employee Training

Employees who are unaware of correct safety and health procedures are trained or retrained.

3030.36 Employee Correction

Employees who fail to follow safe work practices and/or procedures, or who violate the District's rules or directives, are subject to disciplinary action, according to Policy 2150 and/or appropriate union Collective Bargaining Agreements.

3030.40 Communication

3030.41 Two-Way Communication

Management recognizes that open, two-way communication between management and staff on health and safety issues is essential to an injury-free, productive workplace.

3030.42 The District System of Communication

The following system of communication is designed to facilitate a continuous flow of safety and health information between management and staff in a form that is readily understandable.

- A) An orientation program is given to all new employees and includes a review of the *Injury & Illness Prevention Program* and a discussion of policy and procedures that the employee is expected to follow. This program is documented on the *New Employee Safety Orientation Checklist*.
- B) The District has safety meetings where safety is freely and openly discussed by all present. Such meetings are held monthly and all employees are expected to attend and are encouraged to participate in discussion. All such meetings are documented on the *Employee Meeting & Training Report Form*.
- C) From time to time, written safety notifications are provided directly to individual employees or are posted on District bulletin boards.
- D) Other methods of communicating pertinent health and safety information are used as they are identified.

3030.43 Safety Suggestions and Hazard Reporting

All employees are encouraged to inform their supervisors, or other management personnel of any matter, which they perceive to be a workplace hazard, or a potential workplace hazard. They are also encouraged to report suggestions for safety improvement. This reporting can be done orally, but preferably in writing on the *Identified Problem Report Form*. When done in writing, the notification may be given directly to the supervisor, the IIPP Administrator or other management personnel. The following hazard reporting guidelines shall be followed:

- A) If an employee wants to remain anonymous, an employee may

complete an *Identified Problem Report Form* anonymously by not filling in his/her name or signing the form.

- B) No employee shall be retaliated against for reporting hazards or potential hazards, or for making suggestions related to safety.
- C) Management shall review all *Identified Problem Report Forms*.
- D) If employees provide their names in regards to the notification, they will be informed of what is being done within 5 working days of receipt and will receive updates as applicable.
- E) The resolution of reported issues shall be communicated to employees.

3030.50 Hazard Identification & Evaluation

Inspection of the workplace is our primary tool used to identify unsafe conditions and practices. While we encourage all employees to identify and correct hazards and poor safety practices continuously, certain situations require formal evaluation and documentation.

3030.51 Safety Inspections

Documented internal safety inspections are conducted on a monthly basis. Hazards found are corrected on the spot or recommendations are submitted for future corrections. A member of management/supervision and at least one employee conduct the monthly tour. The goal is to have each employee have at least one opportunity per year to participate in a monthly inspection. Inspections are documented on the *Safety Inspection Form/Action Form*.

3030.52 Additional Inspections

Inspections are also conducted in accordance with Cal-OSHA requirements:

- A) Whenever new substances, processes, procedures or equipment present a new safety or health hazard.
- B) Whenever management/supervision become aware of a new or previously unrecognized hazard, either independently or by receipt of information from an employee.
- C) Whenever it is appropriate to conduct an unannounced inspection.

3030.53 Confined Space Inspections

Employees shall only perform routine confined space inspections if they have received confined space training and all necessary equipment is deployed per confined space requirements. If employees have not received confined space training or necessary equipment is not available, a routine confined space inspections/entry shall be performed by trained and licensed contractors.

3030.60 Injury/Illness Investigation

3030.61 Investigation

All accidents resulting in injury or property damage, however slight, including near misses or near hits, are investigated immediately to determine the primary and contributing causes within seven working days. This information is documented on the *Investigation Report* and analyzed to assist in obtaining corrective actions to prevent similar accidents from occurring in the future. The responsibility to see that this investigation is performed rests with the IIPP Administrator.

3030.62 Reporting

All facts, findings, and recommendations are documented on the *Investigation Report*. Management reviews *Investigation Reports* with a view towards determining adequacy of corrective action.

3030.70 Correction of Hazards

When a hazard exists, it is corrected on a timely basis based on the severity of the hazard. If imminent danger exists to any employees, management and supervision remove these employees from the danger at once, and personnel, who are provided with the necessary safeguards, correct the hazard. Documentation of hazard correction is completed on at least one of the following forms:

1. Identified Problem Report Form
2. Investigation Report Form
3. Safety Inspection Form/Action Plan

3030.80 Training

3030.81 Orientation - New Employees

The initial orientation on general safety is conducted within two days of employment. The orientation is documented on the *New Employee Safety Orientation Checklist*. This orientation includes:

- A) Review of the Twain Harte Community Services District:
 1. Injury & Illness Prevention Program
 2. Respiratory Protection Plan
 3. Exposure Control Plan
 4. Hazard Communication Program
 5. Personal Protective Equipment Requirements
 6. Emergency Action Plan
 7. Fire Prevention Plan
 8. Code of Safe Practices
 9. Occupational Injury & Illness Reporting Requirements
- B) Overview of how to prevent:

THCSD 3030 Injury and Illness Prevention Program

1. Overexertion
 2. Strains and sprains
 3. Slips, trips and falls
 4. Cuts and lacerations
 5. Electrical shock
 6. Driving accidents
 7. Other occupational injuries or illnesses identified via loss analyses and investigations
- C) At a minimum, all new hires are given a copy of the District's *Injury & Illness Prevention Program* and those rules, procedures and regulations that apply to their work environment. New employees sign and date their receipt of this information.

3030.82 Initial On-The-Job Training

When an employee first starts to work, a manager/supervisor will train the employee in all aspects of safety for the purpose of educating the new employee on the hazards of the work environment and the safety procedures that are required to be used to mitigate those hazards.

Training is done by using the "New Employee Training Checklist" which is signed by the supervisor and the employee when the training is completed and then becomes a permanent part of the employee's personnel file. The "New Employee Training Checklist" is filled out during the employees' initial on-the-job training, and both the supervisor and employee sign and date the checklist.

3030.83 Specific District-wide Training

The following trainings shall be provided to all employees whose position requires related tasks:

- A) First Aid, CPR, and/or Bloodborne Pathogen Training
1. Designated employees receive first-aid training in accordance with the Cal-OSHA requirement that there is always at least one person available to provide first aid.
 2. Some locations require all employees to be trained due to the small number of employees at the work site.
 3. Based upon available time, the Twain Harte CSD may also provide CPR training.
 4. Based upon potential exposures, bloodborne pathogen training may also be given.
- B) Emergency Preparedness
- This training includes the District's Emergency Action Plan structure and how each employee fits into that structure, i.e., what the employee is expected to do under specific circumstances such as fire, earthquake, medical emergency and bomb threat.

C) Defensive Driver Driving

Besides discussions on defensive driving that are part of regular safety training meetings, the District strives to provide at least one formal defensive driving course every four years for those employees who drive District vehicles and/or their private vehicles on District business.

D) Ergonomics

Management provides ergonomic training to those employees who have to complete tasks that involve lifting, pushing, pulling and/or repetitive motion. At a minimum, employees receive training on proper lifting techniques, and computer workstation set up.

3030.84 Retraining

Employees may require retraining as follows:

- A) Reasons for retraining include change of job assignment, change of operations or materials, observation of poor work habits, or update of training methods. Managers/supervisors/IIPP Administrator perform retraining:
 - 1. When an existing employee changes job functions.
 - 2. On at least an annual basis as a refresher program.
- B) Such training includes a review of those topics covered in the new employee orientation, other general workplace safety issues, job-specific hazards and/or hazardous materials, as applicable. All retraining is documented on the *New Employee Meeting & Training Report Form*.

3030.85 Specialized Training

Specialized training shall be provided as follows:

- A) Managers and supervisors are trained in their responsibilities for the safety and health of their employees. Such training includes both safety management and technical subjects.
- B) Managers and supervisors are also trained in the hazards and risks faced by the employees under their immediate direction.
- C) Managers/Supervisors/IIPP Administrator:
 - 1. Determine safety-training needs.
 - 2. Implement new training programs.
 - 3. Evaluate the effectiveness of these programs.

D) In addition, training is provided whenever:

1. New substances, processes, procedures or equipment pose a new hazard and there is a lack of skill or knowledge to deal with the situation.
2. Management, supervision, or the IIPP Administrator becomes aware of a previously unrecognized hazard and there is a lack of skill or knowledge to deal with the hazard.

E) All employees delivering or supervising live fire training at District facilities shall be in compliance with State Fire Training Instructor Standards and in compliance with National Fire Protection Association (NFPA) 1403.

F) All fire, water and sewer personnel shall be trained to use the extractor decontamination machine and shall comply with all sections of the Exposure Control Plan.

3030.90 Emergency Response Guidelines for Hostile or Violent Incidents

3030.91 Purpose of the Policy

To provide direction for the District Board of Directors and staff regarding responses to hostile or violent incidents, including possible armed intruders or related threats on District facilities or properties.

3030.92 Background

The potential for hostile or violent incidents at District facilities or operational locations always exists. In recent timeframes, incidents involving armed intruders have occurred with increasing frequency involving injuries and deaths at government institutions, offices and educational facilities. Often, an intruder is a person who is an ex-employee, customer or person known to the agency involved. The person often is upset at an event or person who works at the facility. However, armed intruders can be any variety of persons who have an anger situation affecting one or more staff members or other related persons to the District. Often, incidents involving armed intruders escalate to include multiple persons and potentially taking of hostages, including District customers. Threats of these types and risks are to be considered extreme emergencies and the safety and well-being of employees and/or customers is the highest priority.

3030.93 Response to an Incident

Any evidence of the exposure to a hostile or violent person or situation on District facilities or operating areas should be taken seriously for safety purposes. Any Director or staff employee observing or sensing that a violent or hostile situation is occurring, should consider taking precautionary and safety actions:

Any event resulting in awareness of a possible violent act, including possible gunfire, explosion, fighting, scuffling, could indicate an incident of violent

potential. Any staff person observing such potential activities should take steps to protect themselves and others in the District premises including but not limited to:

- A) Attempt to communicate the situation to everyone in the facility by means of telephone, paging, email and/or radio system, including basic information that a potential incident is occurring. If a perpetrator(s) is seen or known, information on the person(s) should be provided.
- B) Since different types and levels of workplace violence may require various responses, establishing basis information on the type of event is essential. Examples are:
 - 1. Gunfire - Awareness of gunfire in the facility should result in evacuation to the extent that is possible. If not possible, securing of rooms or offices and notification to others by phone or email is encouraged. Calling emergency resources via 911 is imperative, once safe to call. Remain in the most secure location possible until contacted by public safety personnel or a facility supervisor, etc.
 - 2. Explosion – An explosion could occur naturally or by violent intention. Awareness of an explosion or fire in the facility should result in immediate evacuation, in accordance with established procedures for fire. Response to a planned location is important to make known who is out of the facility.
 - 3. Physical or Bomb Threat – Awareness of a telephone or in person threat to facility or staff should be met with action to evacuate and clear staff from the threatened area. Calling 911 as soon as possible is imperative.
 - 4. Situations Involving Hostages – If a possible hostage incident is known, evacuation of the facility is paramount to safety of persons in the area. Contact 911 immediately.
 - 5. Irate Customer/Threat at Counter or Meeting – When any person acts to threaten a staff person or customer at a District facility in a manner causing fear for safety, action to summon public safety personnel by 911 should be taken. In no way should steps be taken to challenge or subdue such a person, except in defense of life of self or immediate others at facility.
 - 6. Violence at Public Meeting – In the event that a volatile situation occurs at a Board of Directors or other public meeting, the person chairing/hosting the meeting should take steps to control the situation or adjourn the meeting to abate the confrontation, if possible. In the event of a threatening or hostile situation, call 911 immediately and proceed with evacuation or other appropriate actions.

3030.94 Planning for Emergency Incidents

Steps should be taken to plan response capabilities for emergencies in addition to fires, earthquakes, etc. that may involve hostile situations. These include but are not limited to:

- A) Preparation of a facility evacuation plan from each room with a safe area zone for staging established.
- B) Lock down procedures to secure the facility in a hostile or violent incident for both exterior and interior doors.
- C) Develop an emergency notice code for intercom, email and radio to facility and District staff. Use of a code is recommended.
- D) Develop a radio communication alert code to notify other District staff so they will not return to the facility during the incident until cleared to do so by public safety personnel.
- E) Training of all personnel in dealing with customers, employees and other persons in aggravated situations and how to identify and assess potential threats or volatile situations. All employees assigned or expected to serve at the front desk or counter shall receive such training regularly.

All employees and members of the Board of Directors shall receive training on response to violent or hostile incidents. In the event of a potential incident, notify a supervisor or the General Manager, as soon as possible, or call 911 when an active incident is occurring. If assessment of a possible threat is needed, the General Manager or ranking staff person shall be notified for considering validity of the threat or safety risk. Public safety agency shall be contacted by 911 whenever a perceived threat is considered valid.

3030.95 Actions for Violent or Armed Threat Situation

The existence or potential for an event involving a violent person or armed intruder at a District facility should be considered an emergency condition.

Actions could include up to and all of the following:

- A) Notify your supervisor or General Manager and other staff immediately if a threat is received but not actively in process. If validated, contact public safety by calling 911 immediately.
- B) The General Manager or ranking staff member shall evaluate the situation and consider appropriate actions, including shutting down operations and evacuation and/or locking down the facility until public safety response abates the threat.
- C) Initiate notification to other facility staff of active threat by emergency code procedure. Evacuate the facility wherever possible. Secure money or computer equipment if time allows.

- D) Activate an alarm for notifying other staff or an alarm company if one is engaged by the District. A call contact would be included in procedure to double check for safety at the facility.
- E) Upon sighting an armed intruder, an alert to all employees should be made by phone, email, computer, radio, or any other practical means.
- F) Secure your work area or evacuate, if safely possible. If not able to evacuate, find a safe hiding place and stay put until contacted by public safety personnel.
- G) Once outdoors after an evacuation, proceed to planned staging area to report in for identification. Inform public safety personnel of any information on the incident.
- H) Attempt to remain calm and assist others; wait for instructions from public safety or supervisory personnel.
- I) Do not attempt to look around to see what is happening. Evacuate whenever possible and with others in areas you see directly. Do not confront or attempt to apprehend a violent perpetrator unless directly attacked for self-defense. Do not assume someone already called 911; call them immediately.

3030.96 Post Event Actions

Following the clear announcement of ending of a violent or hostile person situation, contact public safety or supervisory personnel for instructions. Report any knowledge or firsthand observations of the incident. Contact your family and immediate friends so they will not take any actions to respond unnecessarily. Await direction as to return to work or other steps, dependent on level of the incident. If not able to do so, consult with your supervisor or notify the ranking person on-site.

An Emergency Response Coordinator shall evaluate and debrief any major incident to take needed steps to abate the conditions after the event and prepare as necessary for continued operations. Planning and actions to address conditions are expected and your input is important via your supervisor. There may be the potential to lock-down or close the facility for some time or corrective steps. If deemed needed, seek direction on what actions you should take to assist in procedure.

3030.100 Documentation, Plans and Records

3030.101 Documentation Forms and Plans

In addition to this IIPP, the following shall be maintained by the District to provide consistent document of IIPP implementation and to supplement the safety measures set forth herein:

- A) Documentation Forms: The following IIPP forms shall be used to document implementation of the IIPP. The IIPP Administrator is authorized to revise these forms or add forms to better document IIPP implementation or fit the District's operations. Revision or addition of forms shall not require Policy revision or Board action.
1. Acknowledgement of Receipt of the General Code of Safe Practices
 2. Acknowledgement of Receipt of the Injury & Illness Prevention Program
 3. Employee Meeting & Training Report Form
 4. Identified Problem Report
 5. Investigation Report
 6. New Employee Safety Orientation Checklist
 7. Safety Inspection Form/Action Plan
- B) Plans: The following plans shall be created and maintained to supplement the safety requirements of this IIPP. The IIPP Administrator is authorized to revise these plans or add plans to improve safety or fit the District's operations. Revision or addition of plans shall not require Policy revision or Board action.
1. Respiratory Protection Plan
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 3. Hazard Communication Program
 4. Emergency Action Plan
 5. Fire Prevention Plan
 6. Code of Safe Practices
 7. Workplace Violence Prevention Plan

3030.102 Record Keeping Summary

In coordination with other management, the IIPP Administrator is responsible for maintaining all documentation relating to the implementation of the IIPP. For the purpose of displaying a tracking history of occupational safety and health programs and activities, all documents are maintained in accordance with the District's Records Retention Policy.

TWAIN HARTE COMMUNITY SERVICES DISTRICT

Policy and Procedure Manual

POLICY TITLE: Injury and Illness Prevention Program

POLICY NUMBER: 3030

ADOPTED: September 17, 1996

AMENDED: 7/8/2010, 5/9/2013, 9/10/2015, 10/12/2017, 9/15/2021, 9/11/2024, 9/10/25

LAST AMENDED: September ~~10, 2025~~9, 2026

LAST REVIEWED: September ~~10, 2025~~9, 2026

3030.10 Safety Policy

3030.11 No function at Twain Harte Community Services District is so critical as to require or justify a compromise of safety and health. We believe that everyone benefits from a safe and healthy work environment. We are committed to maintaining a safe workplace and to complying with applicable laws and regulations governing safety.

3030.12 To achieve this goal, the District has adopted this *Injury & Illness Prevention Program* (IIPP). The IIPP is the responsibility of all employees as we work together to identify and eliminate conditions, practices, policies and procedures that compromise safety.

3030.13 To this end, every manager, supervisor and employee has the authority to take action to prevent mishaps. It takes positive and genuine effort to assure a safe work environment. The alternative is wasted money and wasted time due to occupational injuries and illnesses and their associated pain and suffering.

3030.14 Our expectations are that everyone will:

- A) Complete initial and ongoing safety training, including review of this IIPP.
- B) Do the right thing the first time.
- C) Seek to integrate safety into all tasks.
- D) Avoid taking short cuts.
- E) Take time to assure a safe workplace.
- F) Have a safe and healthy work experience at the District.

3030.15 All employees shall review the IIPP and are expected to strive to achieve the District's ultimate goal of an injury-free workplace.

3030.16 This IPP applies to all District employees and any other workers who the District controls, directs or directly supervises on the job.

3030.20 Responsibilities

3030.21 Managers/Supervisors/Employees

Managers, supervisors, and employees have the responsibility of providing a safe place to work including plant facilities, equipment, standards and procedures, adequate supervision and recognition for a job done properly. Managers and Supervisors are responsible for training all of their employees to perform their jobs properly and safely. Managers and Supervisors teach, demonstrate, observe and enforce compliance with established safety standards.

3030.22 IIPP Administrator

The IIPP Administrator is the General Manager or his/her designee. The IIPP Administrator has the responsibility for the implementation, maintenance, and update of this program.

3030.23 Employees

Employees have the responsibility of performing their tasks properly and safely. They are to assure themselves that they know how to do the job properly and ask for additional training or assistance when they feel there is a gap in their ability, knowledge, or training. They should never undertake any task, job, or operation unless they are able to perform it safely.

3030.30 Compliance

3030.31 Management Responsibility

Management is responsible for ensuring that the District safety and health policies are clearly communicated and understood by employees. Managers and supervisors are expected to enforce the rules fairly and uniformly.

3030.32 Employee Responsibility

All employees are responsible for using safe work practices, for following directives, policies and procedures, and for assisting in maintaining a safe work environment.

3030.33 Performance Evaluations

As part of employees' regular performance reviews, they are evaluated on their compliance with safe work practices and on what they have done to ensure a safe workplace for their respective employees.

3030.34 Employee Recognition

Employees who make a significant contribution to the maintenance of a safe workplace, as determined by their supervisors, receive written acknowledgment that is maintained in the employees' personnel files.

3030.35 Employee Training

Employees who are unaware of correct safety and health procedures are trained or retrained.

3030.36 Employee Correction

Employees who fail to follow safe work practices and/or procedures, or who violate the District's rules or directives, are subject to disciplinary action, according to Policy 2150 and/or appropriate union Collective Bargaining Agreements.

3030.40 Communication

3030.41 Two-Way Communication

Management recognizes that open, two-way communication between management and staff on health and safety issues is essential to an injury-free, productive workplace.

3030.42 The District System of Communication

The following system of communication is designed to facilitate a continuous flow of safety and health information between management and staff in a form that is readily understandable.

- A) An orientation program is given to all new employees and includes a review of the *Injury & Illness Prevention Program* and a discussion of policy and procedures that the employee is expected to follow. This program is documented on the *New Employee Safety Orientation Checklist*.
- B) The District has safety meetings where safety is freely and openly discussed by all present. Such meetings are held monthly and all employees are expected to attend and are encouraged to participate in discussion. All such meetings are documented on the *Employee Meeting & Training Report Form*.
- C) From time to time, written safety notifications are provided directly to individual employees or are posted on District bulletin boards.
- D) Other methods of communicating pertinent health and safety information are used as they are identified.

3030.43 Safety Suggestions and Hazard Reporting

All employees are encouraged to inform their supervisors, or other management personnel of any matter, which they perceive to be a workplace hazard, or a potential workplace hazard. They are also encouraged to report suggestions for safety improvement. This reporting can be done orally, but preferably in writing on the *Identified Problem Report Form*. When done in

writing, the notification may be given directly to the supervisor, the IIPP Administrator or other management personnel. The following hazard reporting guidelines shall be followed:

- A) If an employee wants to remain anonymous, an employee may complete an *Identified Problem Report Form* anonymously by not filling in his/her name or signing the form.
- B) No employee shall be retaliated against for reporting hazards or potential hazards, or for making suggestions related to safety.
- C) Management shall review all *Identified Problem Report Forms*.
- D) If employees provide their names in regards to the notification, they will be informed of what is being done within 5 working days of receipt and will receive updates as applicable.
- E) The resolution of reported issues shall be communicated to employees.

3030.43 Access to IIPP

Employees and their designated representatives have the right to examine and receive a copy of the IIPP. To obtain a copy, employees may contact their supervisor or the IIPP Administrator.

3030.50 Hazard Identification & Evaluation

Inspection of the workplace is our primary tool used to identify unsafe conditions and practices. While we encourage all employees to identify and correct hazards and poor safety practices continuously, certain situations require formal evaluation and documentation.

3030.51 Safety Inspections

Documented internal safety inspections are conducted at least every two months on a monthly basis. Hazards found are corrected on the spot or recommendations are submitted for future corrections. A member of management/supervision and at least one employee conduct the monthly tour. The goal is to have each employee have at least one opportunity per year to participate in a monthly inspection. Inspections are documented on the *Safety Inspection Form/Action Form*.

3030.52 Additional Inspections

Inspections are also conducted in accordance with Cal-OSHA requirements:

- A) Whenever new substances, processes, procedures or equipment present a new safety or health hazard.
- B) Whenever management/supervision become aware of a new or previously unrecognized hazard, either independently or by receipt of information from an employee.

C) Whenever it is appropriate to conduct an unannounced inspection.

3030.53 Confined Space Inspections

Employees shall only perform routine confined space inspections if they have received confined space training and all necessary equipment is deployed per confined space requirements. If employees have not received confined space training or necessary equipment is not available, a routine confined space inspections/entry shall be performed by trained and licensed contractors.

Permit-required confined spaces shall be identified, evaluated and entered only in accordance with Cal OSHA requirements. District employees may only enter permit-required confined spaces if they have appropriate training and equipment and the District has adopted a Confined Space Entry Program. If any of these do not exist, permit-required confined space entry shall only be performed by trained and licensed contractors.

3030.60 Injury/Illness Investigation

3030.61 Investigation

All ~~workplace incidents~~ accidents resulting in injury or property damage shall be investigated, however slight, including near misses or near hits, are investigated immediately to determine the primary and contributing causes ~~within seven working days~~. Near misses may also be investigated as appropriate to identify and correct workplace hazards. This information is documented on the *Investigation Report* and analyzed to assist in obtaining corrective actions to prevent similar accidents from occurring in the future. The responsibility to see that this investigation is performed rests with the IIPP Administrator.

3030.62 Reporting

All facts, findings, and recommendations are documented on the *Investigation Report*. Management reviews *Investigation Reports* with a view towards determining adequacy of corrective action.

3030.70 Correction of Hazards

When a hazard exists, it is corrected on a timely basis based on the severity of the hazard. If imminent danger exists to any employees, management and supervision remove these employees from the danger at once, and personnel, who are provided with the necessary safeguards, correct the hazard. Documentation of hazard correction is completed on at least one of the following forms:

1. Identified Problem Report Form
2. Investigation Report Form
3. Safety Inspection Form/Action Plan

3030.80 Training

3030.81 Orientation - New Employees

The initial orientation on general safety is conducted within two days of employment. The orientation is documented on the *New Employee Safety Orientation Checklist*. This orientation includes:

- A) Review of the Twain Harte Community Services District:
 - 1. Injury & Illness Prevention Program
 - 2. Respiratory Protection Plan
 - 3. Exposure Control Plan
 - 4. Hazard Communication Program
 - 5. Personal Protective Equipment Requirements
 - 6. Emergency Action Plan
 - 7. Fire Prevention Plan
 - 8. Code of Safe Practices
 - 9. Occupational Injury & Illness Reporting Requirements
- B) Overview of how to prevent:
 - 1. Overexertion
 - 2. Strains and sprains
 - 3. Slips, trips and falls
 - 4. Cuts and lacerations
 - 5. Electrical shock
 - 6. Driving accidents
 - 7. Other occupational injuries or illnesses identified via loss analyses and investigations
- C) At a minimum, all new hires are given a copy of the District's *Injury & Illness Prevention Program* and those rules, procedures and regulations that apply to their work environment. New employees sign and date their receipt of this information.

3030.82 Initial On-The-Job Training

When an employee first starts to work, a manager/supervisor will train the employee in all aspects of safety for the purpose of educating the new employee on the hazards of the work environment and the safety procedures that are required to be used to mitigate those hazards.

Training is done by using the "New Employee Training Checklist" which is signed by the supervisor and the employee when the training is completed and then becomes a permanent part of the employee's personnel file. The "New Employee Training Checklist" is filled out during the employees' initial on-the-job training, and both the supervisor and employee sign and date the checklist.

3030.83 Specific District-wide Training

The following trainings shall be provided to all employees whose position

requires related tasks:

A) First Aid, CPR, and/or Bloodborne Pathogen Training

1. Designated employees receive first-aid training in accordance with the Cal-OSHA requirement that there is always at least one person available to provide first aid.
2. Some locations require all employees to be trained due to the small number of employees at the work site.
3. Based upon available time, the Twain Harte CSD may also provide CPR training.
4. Based upon potential exposures, bloodborne pathogen training may also be given.

B) Emergency Preparedness

This training includes the District's Emergency Action Plan structure and how each employee fits into that structure, i.e., what the employee is expected to do under specific circumstances such as fire, earthquake, medical emergency and bomb threat.

C) Defensive Driver Driving

Besides discussions on defensive driving that are part of regular safety training meetings, the District strives to provide at least one formal defensive driving course every four years for those employees who drive District vehicles and/or their private vehicles on District business.

D) Ergonomics

Management provides ergonomic training to those employees who have to complete tasks that involve lifting, pushing, pulling and/or repetitive motion. At a minimum, employees receive training on proper lifting techniques, and computer workstation set up.

3030.84 Retraining

Employees may require retraining as follows:

A) Reasons for retraining include change of job assignment, change of operations or materials, observation of poor work habits, or update of training methods. Managers/supervisors/IIPP Administrator perform retraining:

1. When an existing employee changes job functions.
2. On at least an annual basis as a refresher program.

B) Such training includes a review of those topics covered in the new employee orientation, other general workplace safety issues, job-specific hazards and/or hazardous materials, as applicable. All

THCSD 3030 Injury and Illness Prevention Program

retraining is documented on the *New Employee Meeting & Training Report Form*.

3030.85 Specialized Training

Specialized training shall be provided as follows:

- A) Managers and supervisors are trained in their responsibilities for the safety and health of their employees. Such training includes both safety management and technical subjects.
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 - 1. Determine safety-training needs.
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- E) All employees delivering or supervising live fire training at District facilities shall be in compliance with State Fire Training Instructor Standards and in compliance with National Fire Protection Association (NFPA) 1403.
- F) All fire, water and sewer personnel shall be trained to use the extractor decontamination machine and shall comply with all sections of the Exposure Control Plan.

3030.90 ~~Emergency Response Guidelines for Hostile or Violent Incidents~~Workplace Violence Prevention

3030.91 ~~Purpose of the Policy~~ Workplace Violence Prevention Plan

~~To provide direction for the District Board of Directors and staff regarding responses to hostile or violent incidents, including possible armed intruders or related threats on District facilities or properties. The District shall establish, implement, and maintain a Workplace Violence Prevention Plan in accordance with California Labor Code Sections 6401.7 and 6401.9. The Workplace Violence Prevention Plan is maintained as a separate safety plan and is incorporated in this IIPP by reference.~~

3030.92 Background

~~The potential for hostile or violent incidents at District facilities or operational locations always exists. In recent timeframes, incidents involving armed intruders have occurred with increasing frequency involving injuries and deaths at government institutions, offices and educational facilities. Often, an intruder is a person who is an ex-employee, customer or person known to the agency involved. The person often is upset at an event or person who works at the facility. However, armed intruders can be any variety of persons who have an anger situation affecting one or more staff members or other related persons to the District. Often, incidents involving armed intruders escalate to include multiple persons and potentially taking of hostages, including District customers. Threats of these types and risks are to be considered extreme emergencies and the safety and well-being of employees and/or customers is the highest priority.~~

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- ~~F) Secure your work area or evacuate, if safely possible. If not able to evacuate, find a safe hiding place and stay put until contacted by public safety personnel.~~
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 - 6. New Employee Safety Orientation Checklist
 - 7. Safety Inspection Form/Action Plan

- B) Plans: The following plans shall be created and maintained to supplement the safety requirements of this IIPP. The IIPP Administrator is authorized to revise these plans or add plans to improve safety or fit the District's operations. Revision or addition of plans shall not require Policy revision or Board action.
 - 1. Respiratory Protection Plan
 - 2. Exposure Control Plan
 - 3. Hazard Communication Program

4. Emergency Action Plan
5. Fire Prevention Plan
6. Code of Safe Practices
7. Workplace Violence Prevention Plan

3030.102 Record Keeping Summary

In coordination with other management, the IIPP Administrator is responsible for maintaining all documentation relating to the implementation of the IIPP. For the purpose of displaying a tracking history of occupational safety and health programs and activities, all documents are maintained in accordance with the District's Records Retention Policy.

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Injury and Illness Prevention Program

POLICY NUMBER: 3030

ADOPTED: September 17, 1996

AMENDED: 7/8/2010, 5/9/2013, 9/10/2015, 10/12/2017, 9/15/2021, 9/11/2024,
9/10/25

LAST AMENDED: September 9, 2026

LAST REVIEWED: September 9, 2026

3030.10 Safety Policy

3030.11 No function at Twain Harte Community Services District is so critical as to require or justify a compromise of safety and health. We believe that everyone benefits from a safe and healthy work environment. We are committed to maintaining a safe workplace and to complying with applicable laws and regulations governing safety.

3030.12 To achieve this goal, the District has adopted this *Injury & Illness Prevention Program* (IIPP). The IIPP is the responsibility of all employees as we work together to identify and eliminate conditions, practices, policies and procedures that compromise safety.

3030.13 To this end, every manager, supervisor and employee has the authority to take action to prevent mishaps. It takes positive and genuine effort to assure a safe work environment. The alternative is wasted money and wasted time due to occupational injuries and illnesses and their associated pain and suffering.

3030.14 Our expectations are that everyone will:

- A) Complete initial and ongoing safety training, including review of this IIPP.
- B) Do the right thing the first time.
- C) Seek to integrate safety into all tasks.
- D) Avoid taking short cuts.
- E) Take time to assure a safe workplace.
- F) Have a safe and healthy work experience at the District.

3030.15 All employees shall review the IIPP and are expected to strive to achieve the District's ultimate goal of an injury-free workplace.

3030.16 This IPP applies to all District employees and any other workers who the District controls, directs or directly supervises on the job.

3030.20 Responsibilities

3030.21 Managers/Supervisors/Employees

Managers, supervisors, and employees have the responsibility of providing a safe place to work including plant facilities, equipment, standards and procedures, adequate supervision and recognition for a job done properly. Managers and Supervisors are responsible for training all of their employees to perform their jobs properly and safely. Managers and Supervisors teach, demonstrate, observe and enforce compliance with established safety standards.

3030.22 IIPP Administrator

The IIPP Administrator is the General Manager or his/her designee. The IIPP Administrator has the responsibility for the implementation, maintenance, and update of this program.

3030.23 Employees

Employees have the responsibility of performing their tasks properly and safely. They are to assure themselves that they know how to do the job properly and ask for additional training or assistance when they feel there is a gap in their ability, knowledge, or training. They should never undertake any task, job, or operation unless they are able to perform it safely.

3030.30 Compliance

3030.31 Management Responsibility

Management is responsible for ensuring that the District safety and health policies are clearly communicated and understood by employees. Managers and supervisors are expected to enforce the rules fairly and uniformly.

3030.32 Employee Responsibility

All employees are responsible for using safe work practices, for following directives, policies and procedures, and for assisting in maintaining a safe work environment.

3030.33 Performance Evaluations

As part of employees' regular performance reviews, they are evaluated on their compliance with safe work practices and on what they have done to ensure a safe workplace for their respective employees.

3030.34 Employee Recognition

Employees who make a significant contribution to the maintenance of a safe workplace, as determined by their supervisors, receive written acknowledgment that is maintained in the employees' personnel files.

3030.35 Employee Training

Employees who are unaware of correct safety and health procedures are trained or retrained.

3030.36 Employee Correction

Employees who fail to follow safe work practices and/or procedures, or who violate the District's rules or directives, are subject to disciplinary action, according to Policy 2150 and/or appropriate union Collective Bargaining Agreements.

3030.40 Communication

3030.41 Two-Way Communication

Management recognizes that open, two-way communication between management and staff on health and safety issues is essential to an injury-free, productive workplace.

3030.42 The District System of Communication

The following system of communication is designed to facilitate a continuous flow of safety and health information between management and staff in a form that is readily understandable.

- A) An orientation program is given to all new employees and includes a review of the *Injury & Illness Prevention Program* and a discussion of policy and procedures that the employee is expected to follow. This program is documented on the *New Employee Safety Orientation Checklist*.
- B) The District has safety meetings where safety is freely and openly discussed by all present. Such meetings are held monthly and all employees are expected to attend and are encouraged to participate in discussion. All such meetings are documented on the *Employee Meeting & Training Report Form*.
- C) From time to time, written safety notifications are provided directly to individual employees or are posted on District bulletin boards.
- D) Other methods of communicating pertinent health and safety information are used as they are identified.

3030.43 Safety Suggestions and Hazard Reporting

All employees are encouraged to inform their supervisors, or other management personnel of any matter, which they perceive to be a workplace hazard, or a potential workplace hazard. They are also encouraged to report suggestions for safety improvement. This reporting can be done orally, but preferably in writing on the *Identified Problem Report Form*. When done in

writing, the notification may be given directly to the supervisor, the IIPP Administrator or other management personnel. The following hazard reporting guidelines shall be followed:

- A) If an employee wants to remain anonymous, an employee may complete an *Identified Problem Report Form* anonymously by not filling in his/her name or signing the form.
- B) No employee shall be retaliated against for reporting hazards or potential hazards, or for making suggestions related to safety.
- C) Management shall review all *Identified Problem Report Forms*.
- D) If employees provide their names in regards to the notification, they will be informed of what is being done within 5 working days of receipt and will receive updates as applicable.
- E) The resolution of reported issues shall be communicated to employees.

3030.43 Access to IIPP

Employees and their designated representatives have the right to examine and receive a copy of the IIPP. To obtain a copy, employees may contact their supervisor or the IIPP Administrator.

3030.50 Hazard Identification & Evaluation

Inspection of the workplace is our primary tool used to identify unsafe conditions and practices. While we encourage all employees to identify and correct hazards and poor safety practices continuously, certain situations require formal evaluation and documentation.

3030.51 Safety Inspections

Documented internal safety inspections are conducted at least every two months. Hazards found are corrected on the spot or recommendations are submitted for future corrections. A member of management/supervision and at least one employee conduct the monthly tour. The goal is to have each employee have at least one opportunity per year to participate in a monthly inspection. Inspections are documented on the *Safety Inspection Form/Action Form*.

3030.52 Additional Inspections

Inspections are also conducted in accordance with Cal-OSHA requirements:

- A) Whenever new substances, processes, procedures or equipment present a new safety or health hazard.
- B) Whenever management/supervision become aware of a new or previously unrecognized hazard, either independently or by receipt of information from an employee.
- C) Whenever it is appropriate to conduct an unannounced inspection.

3030.53 Confined Space Inspections

Employees shall only perform routine confined space inspections if they have received confined space training and all necessary equipment is deployed per confined space requirements. If employees have not received confined space training or necessary equipment is not available, a routine confined space inspections/entry shall be performed by trained and licensed contractors.

Permit-required confined spaces shall be identified, evaluated and entered only in accordance with Cal OSHA requirements. District employees may only enter permit-required confined spaces if they have appropriate training and equipment and the District has adopted a Confined Space Entry Program. If any of these do not exist, permit-required confined space entry shall only be performed by trained and licensed contractors.

3030.60 Injury/Illness Investigation

3030.61 Investigation

All workplace incidents resulting in injury or property damage shall be investigated to determine the primary and contributing causes. Near misses may also be investigated as appropriate to identify and correct workplace hazards. This information is documented on the *Investigation Report* and analyzed to assist in obtaining corrective actions to prevent similar accidents from occurring in the future. The responsibility to see that this investigation is performed rests with the IIPP Administrator.

3030.62 Reporting

All facts, findings, and recommendations are documented on the *Investigation Report*. Management reviews *Investigation Reports* with a view towards determining adequacy of corrective action.

3030.70 Correction of Hazards

When a hazard exists, it is corrected on a timely basis based on the severity of the hazard. If imminent danger exists to any employees, management and supervision remove these employees from the danger at once, and personnel, who are provided with the necessary safeguards, correct the hazard. Documentation of hazard correction is completed on at least one of the following forms:

1. Identified Problem Report Form
2. Investigation Report Form
3. Safety Inspection Form/Action Plan

3030.80 Training

3030.81 Orientation - New Employees

The initial orientation on general safety is conducted within two days of employment. The orientation is documented on the *New Employee Safety Orientation Checklist*. This orientation includes:

A) Review of the Twain Harte Community Services District:

1. Injury & Illness Prevention Program
2. Respiratory Protection Plan
3. Exposure Control Plan
4. Hazard Communication Program
5. Personal Protective Equipment Requirements
6. Emergency Action Plan
7. Fire Prevention Plan
8. Code of Safe Practices
9. Occupational Injury & Illness Reporting Requirements

B) Overview of how to prevent:

1. Overexertion
2. Strains and sprains
3. Slips, trips and falls
4. Cuts and lacerations
5. Electrical shock
6. Driving accidents
7. Other occupational injuries or illnesses identified via loss analyses and investigations

C) At a minimum, all new hires are given a copy of the District's *Injury & Illness Prevention Program* and those rules, procedures and regulations that apply to their work environment. New employees sign and date their receipt of this information.

3030.82 Initial On-The-Job Training

When an employee first starts to work, a manager/supervisor will train the employee in all aspects of safety for the purpose of educating the new employee on the hazards of the work environment and the safety procedures that are required to be used to mitigate those hazards.

Training is done by using the "New Employee Training Checklist" which is signed by the supervisor and the employee when the training is completed and then becomes a permanent part of the employee's personnel file. The "New Employee Training Checklist" is filled out during the employees' initial on-the-job training, and both the supervisor and employee sign and date the checklist.

3030.83 Specific District-wide Training

The following trainings shall be provided to all employees whose position requires related tasks:

A) First Aid, CPR, and/or Bloodborne Pathogen Training

THCSD 3030 Injury and Illness Prevention Program

1. Designated employees receive first-aid training in accordance with the Cal-OSHA requirement that there is always at least one person available to provide first aid.
2. Some locations require all employees to be trained due to the small number of employees at the work site.
3. Based upon available time, the Twain Harte CSD may also provide CPR training.
4. Based upon potential exposures, bloodborne pathogen training may also be given.

B) Emergency Preparedness

This training includes the District's Emergency Action Plan structure and how each employee fits into that structure, i.e., what the employee is expected to do under specific circumstances such as fire, earthquake, medical emergency and bomb threat.

C) Defensive Driver Driving

Besides discussions on defensive driving that are part of regular safety training meetings, the District strives to provide at least one formal defensive driving course every four years for those employees who drive District vehicles and/or their private vehicles on District business.

D) Ergonomics

Management provides ergonomic training to those employees who have to complete tasks that involve lifting, pushing, pulling and/or repetitive motion. At a minimum, employees receive training on proper lifting techniques, and computer workstation set up.

3030.84 Retraining

Employees may require retraining as follows:

- A) Reasons for retraining include change of job assignment, change of operations or materials, observation of poor work habits, or update of training methods. Managers/supervisors/IIPP Administrator perform retraining:
 1. When an existing employee changes job functions.
 2. On at least an annual basis as a refresher program.
- B) Such training includes a review of those topics covered in the new employee orientation, other general workplace safety issues, job-specific hazards and/or hazardous materials, as applicable. All retraining is documented on the *New Employee Meeting & Training Report Form*.

3030.85 Specialized Training

Specialized training shall be provided as follows:

- A) Managers and supervisors are trained in their responsibilities for the safety and health of their employees. Such training includes both safety management and technical subjects.
- B) Managers and supervisors are also trained in the hazards and risks faced by the employees under their immediate direction.
- C) Managers/Supervisors/IIPP Administrator:
 - 1. Determine safety-training needs.
 - 2. Implement new training programs.
 - 3. Evaluate the effectiveness of these programs.
- D) In addition, training is provided whenever:
 - 1. New substances, processes, procedures or equipment pose a new hazard and there is a lack of skill or knowledge to deal with the situation.
 - 2. Management, supervision, or the IIPP Administrator becomes aware of a previously unrecognized hazard and there is a lack of skill or knowledge to deal with the hazard.
- E) All employees delivering or supervising live fire training at District facilities shall be in compliance with State Fire Training Instructor Standards and in compliance with National Fire Protection Association (NFPA) 1403.
- F) All fire, water and sewer personnel shall be trained to use the extractor decontamination machine and shall comply with all sections of the Exposure Control Plan.

3030.90 Workplace Violence Prevention

3030.91 Workplace Violence Prevention Plan

The District shall establish, implement, and maintain a Workplace Violence Prevention Plan in accordance with California Labor Code Sections 6401.7 and 6401.9. The Workplace Violence Prevention Plan is maintained as a separate safety plan and is incorporated in this IIPP by reference.

3030.100 Documentation, Plans and Records

3030.101 Documentation Forms and Plans

In addition to this IIPP, the following shall be maintained by the District to provide consistent document of IIPP implementation and to supplement the safety

measures set forth herein:

- A) Documentation Forms: The following IIPP forms shall be used to document implementation of the IIPP. The IIPP Administrator is authorized to revise these forms or add forms to better document IIPP implementation or fit the District's operations. Revision or addition of forms shall not require Policy revision or Board action.
 - 1. Acknowledgement of Receipt of the General Code of Safe Practices
 - 2. Acknowledgement of Receipt of the Injury & Illness Prevention Program
 - 3. Employee Meeting & Training Report Form
 - 4. Identified Problem Report
 - 5. Investigation Report
 - 6. New Employee Safety Orientation Checklist
 - 7. Safety Inspection Form/Action Plan

- B) Plans: The following plans shall be created and maintained to supplement the safety requirements of this IIPP. The IIPP Administrator is authorized to revise these plans or add plans to improve safety or fit the District's operations. Revision or addition of plans shall not require Policy revision or Board action.
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Mutual Assistance Request – General Manager Services

The following describes the scope of services the District requests from Twain Harte CSD. Services are estimated at approximately ten (10) hours per week and shall be provided on an hourly basis at the rate of **\$161.58 per hour** and a term of one (1) year.

Task 1 – Board Meetings

In conjunction with the District Secretary / Office Manager, prepare agenda topics and background information, and attend the regular monthly Board of Directors meetings and such special meetings as may be called. It is assumed that the General Manager shall attend meetings via Zoom or Microsoft Teams, as requested by the Board of Directors.

Task 2 – Board and Staff Coordination

Prepare for and meet with members of the Board of Directors and/or District Staff virtually, or in person when available at least twice-monthly basis (preferably weekly) to:

- A. Evaluate District activities and employee performance;
- B. Discuss District issues and priorities;
- C. Respond to employee questions and concerns regarding operational issues, customer service issues, policies, and procedures.

Task 3 – Review and Evaluation of District Operations

Review and evaluate District plans, permits, policies, board minutes, contracts, budgets, financial reports, infrastructure, equipment, maps, information technology systems, operation and maintenance activities, staffing, emergency response procedures, administrative and customer services activities, safety compliance, and other programs, activities, reports, documents, and procedures.

Task 4 – On-Call Support

On an on-call and as-needed basis, respond by text, telephone, and email to questions and issues raised by members of the Board of Directors and District staff during the month.

Task 5 – Research and Reporting

Research issues and prepare reports, memoranda, and updates relative to a variety of District documents, including but not limited to District ordinances, plans, employee policies and personnel rules, maintenance reports, purchasing policies, operating procedures, budgets, and financial and other reports.

Task 6 – Reorganization and Consolidation Support

Participate in discussions and provide staff support and analysis with respect to District reorganization and/or consolidation options, including but not limited to forming a Community Services District.

Task 7 – External Meetings and Representation

Attend local, board committee, community, and regional meetings virtually (if available) regarding issues associated with the operation and administration of the District, including meetings with regulatory and grant-funding agencies.

Task 8 – Optional / Additional Services

Perform such optional work or other tasks and activities as agreed to by the Board of Directors and Consultant, including but not limited to grant writing and preparing permit applications, Requests for Proposals (RFPs), equipment bids, manuals, and other specialized reports and evaluations.