



Community Policing Team

Volunteer Orientation Manual

Intentionally Blank

Clallam County Volunteer Handbook

Table of Contents

Welcome Letter.....	Page 4
Opportunities to Volunteer	Page 5
Volunteer Rights	Page 6
Volunteer Orientation Guide	Page 7
<i>Accident and Injury Procedure</i>	
<i>Use of County and Personal Vehicles</i>	
<i>Tobacco, Alcohol and Drug Free Work Environment</i>	
<i>Universal Health and Safety Precautions</i>	
<i>Anti-Harassment and Bullying</i>	
<i>Hazardous Materials Communications</i>	
<i>Reporting and Recording Hours</i>	
<i>The US Presidents Volunteer Service Award</i>	
<i>Time Keeping and Presidential Service Awards Website</i>	
<i>Insurance and Liability</i>	
Claim Forms and Instructions	Page 15
<i>(Please note, actual claim form may have a different title)</i>	
Incident Report Form	Page 16
Volunteers Insurance Service (VIS).....	Page 17-18
Volunteer Orientation Checklist	Page 19-20
Exposure Control Plan and Forms.....	Page 21-24
Harassment and Bullying Policies.....	Page 25-30
General Safety Rules and Practices	Page 31-39
Drug and Alcohol Policy – A Summary	Page 40-42
Clallam County Uniform Policies & Procedures	Page 43-47

Specific Policies and Information for Special Deputy Volunteers

Sheriffs Department Volunteer Ethics & Principles ...	Pgs. 48-55
Ethics, Principals and Policy (384)	Pgs. 56-61
Community Oriented Policing (COP) explained	Pgs. 62-71



Welcome!



Welcome to Clallam County volunteer service. The purpose of the County volunteer policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer programs and management efforts. In addition to welcoming you to County Volunteerism, we would also like to welcome you into your role as a Special Deputy with the Clallam County Sheriff's Office.

The County depends on volunteers to supplement and extend paid staff's ability to deliver service, and to strengthen our relationship with the community. At any one time, more than one quarter of our staff is volunteers.

Given the importance and size of this constituency, a formal Volunteer Service Program has been instituted. These policies are intended to apply to all volunteers in any programs or projects undertaken on behalf of the County. In addition, you may find the department for which you are performing service may have additional procedures that you will be expected to follow.

As a volunteer, here are some key points you should know.

- Your presence is depended upon. If you are unable to report for duty as agreed, notify your supervisor immediately so a substitute can be found.
- This job requires your full attention; therefore, we ask that friends and family members not join you while you are on duty.
- It may take up to 6 months to really learn your job and feel productive; therefore, we ask that you commit yourself to us for at least that long.
- There will be an opportunity to evaluate your performance and ours. Afterwards, if you need a job or school reference, we will write one for you.
- Keep track of your hours on the time sheet provided. This will help us to maintain appropriate insurance coverage.
- Follow all of the rules. Don't engage in behavior and activity that will embarrass you and bring discredit to the County.
- Your first line of communication is with your supervisor. Should you wish a change in assignment or schedule, discuss this with your supervisor.

Volunteers like you are hard to find. We appreciate your dedication to public service. We are open to suggestions for improving this valued program. Please feel free to contact the Director of Human Resources, 360-417-2242.



Clallam County Volunteer Opportunities

Streamkeepers of Clallam County

Streamkeeper – Monitors streams and watersheds in Clallam County for salmon habitat and water quality.

Team Leader – Leads the Streamkeeper teams.

Contact: Ed Chadd, 360-417-2281

Clallam County Fair

Provide visitor information and event assistance.

Contact: Shari Ioffrida, 360-417-2551

Clallam County Parks

Adopt-a-Park – One year minimum commitment to provide oversight, clean-up and/or ongoing project labor at selected unstaffed or understaffed park unit.

Camp Hosts – Live on-site and assist staff with visitor services in campgrounds. RV site provided. One month commitment.

Project Volunteer – Groups or individuals interested in one day scheduled service *projects*.

Office Assistant – Provide data base entry assistance.

Contact: Bruce Giddens, 360-565-2659

Clallam County Juvenile Services

Mentor – Adult volunteers to offer individual activity time with youth to help them function more effectively in their lives.

Diversion Board – Member of three to six-person board meeting with juvenile offenders and parent/guardian.

Teen Court – Program offered to minor, first time offenders. Hear facts and discuss consequences regarding criminal cases.

CASA/Guardian Ad Litem – Adult volunteers represent the best interests of children who are in the child welfare system due to abuse and/or neglect.

Contact: Clallam County Juvenile and Family Services, 360-417-2282

Clallam County Sheriff's Department–

Community Oriented Policing/Neighborhood Watch

Search and Rescue

Support Services (Records)

Contact: Lorraine Shore, 360-417-2376

Clallam County Commissioners' Office

Office Assistant

Contact: Tammy Sullenger, 360-417-2383



Clallam County Volunteer Rights and Responsibilities

A volunteer has the right:

- To be treated as a co-worker
- To be given a suitable assignment
- To know as much about the County as possible
- To receive training for the job
- To have a place to work
- To have a regular evaluation of job performance
- To be given guidance and supervision
- To receive a variety of volunteer experience
- To make suggestions and be heard
- To receive responsibility and recognition

A volunteer has the responsibility:

- To follow all safety procedures and guidelines
- To be sincere in the acceptance of volunteer service
- To be loyal to the community and the component served
- To carry out duties promptly and reliably
- To accept the guidance and decisions of volunteer leaders
- To be willing to participate in orientation, meetings and continual learning
- To acknowledge the need for training and participate fully
- To give constructive feedback that will improve effectiveness
- To work as a team member



Clallam County Volunteer Orientation Guide

This is an outline of the orientation all long-term volunteers with Clallam County receive. You will receive more specific training to your position from your department. Bring this guide with you to your orientation along with any attachments you received.

Accident and Injury Procedure

Safety

The County is concerned about your safety and the safety of those around you. Preventing accidents and injuries depends on how well you follow the rules made for your protection. If you are not certain that the way you are going to perform a task or function is the safest way, ask your supervisor. Safety is largely a matter of good judgment and good habits.

Prevention

Preventing an accident or injury is the duty and responsibility of both County staff and the volunteer. Being safety conscious can prevent accidents and injuries. Stay alert, and immediately notify your supervisor of hazardous situations or if you have any questions about what constitutes a safe or an unsafe condition.

Reporting Accident and Injury

All accidents involving personal injury, damage to County vehicles, County property, private vehicles or private property must be reported immediately to your supervisor. In any accident involving a vehicle, the police must be called to the scene. Incident forms must be completed for all accidents and injuries and be sure to notify your supervisor.

Work Site Safety

You will be informed of the emergency evacuation procedures from your work site location. You are also responsible for:

- Knowing where the closest medical assistance is.
- How to contact emergency services at your work site.
(This information could be important for you or for members of the public.)
- Using your personal protective equipment (PPE) like gloves, ear protection, and safety glasses.

Use of County and Personal Vehicles

Clallam County maintains a strict policy on vehicle use by volunteers. All vehicle use, County-owned or private, shall be consistent with Clallam County Administrative Policy 450 on Vehicle Use. The below-listed items are a prerequisite:

- 1) A current Defensive Driving certificate
- 2) A State Drivers License abstract *
- 3) Proof of personal insurance for private vehicle use *

**(To be filed with the County department maintaining the volunteer records).*

Drug- and Alcohol-Free Work Environment

The County has adopted a drug- and alcohol-free work environment. The manufacture, possession, distribution, dispensing, or use of alcohol or controlled substances in the workplace is strictly prohibited.

Any volunteer who is using or possesses medically prescribed or over-the-counter drugs during work time that may impair his or her ability to perform the job must notify the supervisor of such use prior to beginning work.

Violations of these policies could result in immediate termination of volunteer services.

Tobacco-Free Work Environment

For health and safety reasons, the County prohibits smoking by employees and volunteers in all County facilities, including County-owned buildings, vehicles and offices or other facilities rented or leased by the County.

Universal Health and Safety Precautions

As recommended by public health authorities, the County will adhere to a program of universal precautions for protection against diseases spread by blood or bodily fluids. The following general precautions will be followed:

Any volunteer potentially in contact with blood or bodily fluids will wear appropriate protective gear, such as latex gloves.

Protective equipment for medical emergencies will be provided by the County and shall be located in or near all first aid kits.

Should exposure (contact with) to blood or bodily fluids occur, use the County Post-Exposure Evaluation and Follow-Up Form for reporting it, and contact Toni Gilbert in Human Resources.

Anti-Harassment and Bullying

It is the County's policy to foster and maintain a work environment that is free from discrimination and intimidation. Toward this end, the County will not tolerate harassment or bullying of any kind that is made by or of employees, volunteers, or members of the public. Employees and volunteers are expected to show respect for one another and the public at all times, despite individual differences

Harassment is defined as verbal or physical conduct that demeans or show hostility or aversion toward another employee, volunteer, or member of the public. Examples of prohibited conduct include slurs or demeaning comments relating to race, ethnic background, gender, religion, sexual orientation, age, or disability.

The County Harassment and Bullying policies protect you by encouraging a supportive work environment,.. Refer to Administrative Policy 230.

Right to Know – (Hazardous Material Communication)

Container Labeling

All secondary containers must be clearly labeled as to their contents. Flammable products may only be put in approved containers (no "Clorox" bottles of gasoline).

Material Data Safety Sheets

MSDSs for all hazardous chemicals are kept on file and available for volunteers to use in each department. These sheets help define the potential hazards and recommended cautions in using the substances researched. You will see a sample in orientation.

Reporting and Recording of Hours

Working Hours

Work hours will be established and agreed to by the County and volunteer prior to the beginning of assignment. Every volunteer is expected to report to work on time and be at the job location during the agreed time. If unavailable for the agreed time, please notify the department supervisor as far ahead of time as possible.

Time Reporting

Every volunteer will be issued a time sheet on which they will be required to record hours worked. Time sheets are to be completed and signed by the volunteer's supervisor. The volunteer has excess medical coverage only if the time sheet is accurate and signed. Continuing assignments that span more than one month need a time sheet completed for each month. Supervisors are responsible for ensuring that the time sheets are complete and accurate, and for maintaining the official files for their department volunteer program.

Volunteers in Police Service

Clallam County Sheriff's Office has a long proud history of volunteer service. Our volunteers are working to meet the needs of their neighborhoods and the community by working with the Community Oriented Policing Program, Search and Rescue, Code Enforcement and Emergency Management.

In recognition of these outstanding achievements, Clallam County Sheriff's Office is proud to announce the availability of the PRESIDENTS VOLUNTEER SERVICE AWARD, a prestigious national honor offered in recognition of volunteer commitment. Established in 2003, this new AWARD is given by the President of the United States and honors individual, families and groups who have demonstrated a sustained commitment to volunteer service over the course of 12 months.

Clallam County Sheriff's Office has teamed with hundreds of organizations and businesses across the country to deliver this Award to our most outstanding volunteers. As a Certifying Organization of the PRESIDENT'S VOLUNTEER SERVICE AWARD, we can nominate potential recipients and distribute the Award to those who meet or exceed the AWARD criteria.

"Clallam County Sheriff's Office is extremely proud to join the President of the United States in recognizing the volunteers who consistently take the time to make a difference in the lives of others," said Sheriff Bill Benedict "Volunteers strengthen American and inspire others to get involved. We are proud to honor our volunteers who are answering the call with this AWARD.

Children, adults, families and groups can receive the AWARD and, given their ongoing service activity, many of our volunteers may already meet the requirements (see sidebar). To qualify for the PRESIDENT'S VOLUNTEER SERVICE AWARD, volunteers simply submit a record of their service hours to Clallam County Sheriff's Office, and we will verify the service and deliver the AWARD.

Volunteer service hours are not limited to those performed on behalf of Clallam County Sheriff's Office. In fact, service hours can be accumulated through work on a variety of projects throughout the year. The only requirement is that the necessary hours be completed within 12 months; recipients can qualify for a new AWARD each year.

"Our volunteers should strive to earn the PRESIDENT'S VOLUNTEER SERVICE AWARD every year," said Sheriff Benedict. "Even if you've never volunteered before, the AWARD is within your reach. In fact, the strength and success of our nation depends on every one of us taking an active role in the community where we live. You can also help strengthen America by asking your friends, families and neighbors to join you in helping your community. Most people say 'yes' if asked to volunteer – all it takes is a personal request."

The PRESIDENT'S VOLUNTEER SERVICE AWARD is issued by the President's Council on Service and Civic Participation – created by President George W. Bush to recognize the valuable contribution volunteers make to our nation. To learn more and find out how to qualify for the AWARD, contact Lorraine Shore, our AWARD administrator, at 360-417-2376 or visit www.PresidentialServiceAwards.gov.

PRESIDENT'S CALL TO SERVICE AWARD

Individuals who have completed 4000 or more volunteer service hours over the course of their lifetime are eligible to receive the PRESIDENT'S CALL TO SERVICE AWARD.

SIDEBAR

To be eligible to receive the PRESIDENT'S VOLUNTEER SERVICE AWARD, applicants' service hours must be confirmed by a registered Certifying Organization. There are three levels of the AWARD varying by hours of service completed within a 12-month period:

Kids – 14 and younger

Bronze Award 50-74 hours

Silver Award 75-99 hours

Gold Award 100 or more hours

Adults – Ages 26 and up

Bronze Award 100-249 hours

Silver Award 250-499 hours

Gold Award 500 or more hours

Young Adults – Ages 15-25

Bronze Award 100-174 hours

Silver Award 175-249 hours

Gold Award 250 or more hours

Families and Groups (two or more people)*

Bronze Award 200-499 hours

Silver Award 500-999 hours

Gold Award 1000 or more hours

*Each member contributing at least 25 hours towards the total



Time Keeping For Volunteer Hours:

Instructions for entering your hours in the Presidential Service Awards Website are at the following website link:

<https://www.presidentialserviceawards.gov/tgact/login/dspLoginAll.cfm?mssg=10>

“Click” on the above link to go direct to the site

See Next Page for further information

The Screen you will see:

The screenshot shows the login page for The President's Volunteer Service Award. At the top, there is a banner with the award logo and a photo of volunteers. Below the banner is a navigation menu with links: Home, About the Award, Honor Your Volunteers, Become a Partner, Find Volunteer Opportunities, Track Your Hours, and News. There are also buttons for 'Become a Certifying Organization', 'Track your volunteer hours', 'Find volunteer opportunities', and 'FAQ'. The main content area is titled 'Login Page' and has two columns. The left column asks 'Are you already registered?' and provides a 'LOGIN HERE' link. It includes fields for 'Username' and 'Password', a 'Remember my name?' checkbox, and a link for 'Did you forget your password?'. A 'SIGN IN' button is also present. The right column asks 'Not yet registered?' and provides a 'SELECT BELOW' link. It includes a link to 'Click here to apply' for becoming a certifying organization and a link to 'Sign up for your volunteer record here!' for volunteers. A security notice states 'You Must have your browser's cookies enabled to login' with a link to '[Find out more]'. A GeoTrust security seal is also visible. At the bottom, there is a footer with links: Home, Privacy, Accessibility, Help, Credits, Downloads, Site Map, and Login.

Below is the Page you will see after you successfully login:

The screenshot shows the user dashboard after successful login. At the top, there is a banner with the award logo and a photo of volunteers. Below the banner is a navigation menu with links: Home, Privacy, Accessibility, Help, Credits, Downloads, Site Map, and Logout. The user is logged in as 'acamin@olypen.com'. There are links for 'Change Account', 'Your Home', 'Help', and 'Logout'. The main content area is titled 'Welcome to your volunteering home!' and has a navigation menu with tabs: HOME, MY SERVICE, MY AWARDS, GROUPS, RESOURCES, and PROFILE. The 'MY SERVICE' tab is selected. The main content area shows 'Your Account' information: Username: acamin@olypen.com (with an 'Edit' link) and Hours you have served to date: 2,211.00 (with a 'View' link). There are three buttons: 'Find out more about the Awards!', 'Keep us up to date!', and 'Questions? Ask us'. Below the buttons is a section titled 'The President's Volunteer Service Award letters, certificate and pins' with an image of the award letters and pins. At the bottom, there is a footer with links: Home, Privacy, Accessibility, Help, Credits, Downloads, Site Map, and Logout.

Click on the "My Service" tab and then follow instructions.

Insurance and Liability

With a signed time sheet and Volunteer Service Agreement, the County will provide limited excess accident medical coverage above the volunteer's own insurance for any covered injury that may occur during the time the volunteer is performing service within their position description. Initial medical expenses must be incurred within 60 days of the accident. Expenses are then covered for a one-year period following the accident up to \$25,000.

Volunteers who are age 55 or older may qualify for extra Insurance through the RSVP (Retired Senior Volunteer Program) at no cost to them, and should register with RSVP to ensure they obtain the extra coverage. We will assist in that process upon request.

The volunteer will indemnify and hold the County harmless from any negligent action on the part of the volunteer within the scope of their responsibilities for a local government in the performance of the service provided.

VOLUNTEER INSURANCE SERVICES (VIS)

WHAT TO DO WHEN YOU HAVE A CLAIM

1. The volunteer and site supervisor completes the Report of Incident form and forwards it to Human Resources.
2. Site supervisor obtains the "Proof of Loss Accident Claim Form" from the intranet (http://www.clallam.local/pers/assets/applets/Universal_Claim_Form_-_fillable.pdf) or from Human Resources and completes Part 1 of the form.
3. Give the volunteer the form and have them complete Part 2. Have them follow the remainder of instructions on the claim form.
4. Volunteer gives the completed claim form along with copies of itemized bills from volunteer's providers, along with Explanations of Benefits, additional bills with record of payment or denial from primary insurance carrier, and Medicare payment records if any.
5. Site supervisor makes copies of the completed proof of loss form (to keep) and sends the original to CIMA at the address on the form. If there are any medical providers' bills and/or Explanation of Benefits (EOB) statements from the primary carrier, those should be attached to the proof of loss form. However, *do not delay sending the form because no bills have been received.*

UPON RECEIPT:

1. Review documents received
2. Finish filling out claim form if necessary and sign
3. Make a file copy of all documents
4. Mail original of all documents to CIMA at address on claim form
5. Make a file for the claim and file with other CIMA Volunteer claims

6. When receive additional invoices relating to claim, make a copy of the invoice
7. Make a copy of the original claim
8. Mail the original invoice and copy of the claim to CIMA
9. File the copy of invoice, noting the date it was mailed to CIMA



CLALLAM COUNTY INCIDENT REPORT

REPORT INCIDENTS IMMEDIATELY TO YOUR SUPERVISOR
Return completed report to Human Resources

<input type="checkbox"/> Employee		<input type="checkbox"/> Volunteer		<input type="checkbox"/> Equipment		<input type="checkbox"/> Other	
Name:				Dept:			
Home Address:				City, State Zip:			
Job Title:			Supervisor:				
Time Work Began:		Incident Date:			Incident Time:		
Incident Location:			Were Police Called? <input type="checkbox"/> No <input type="checkbox"/> Yes				
			Officer Name:				
			Case Number:				
Medical Treatment? <input type="checkbox"/> No <input type="checkbox"/> Yes		<input type="checkbox"/> Emergency Room		<input type="checkbox"/> Hospitalized Overnight			
Health Care Provider Name/Address:							
Witness 1 Name & Phone:							
Witness 2 Name & Phone:							
Witness 3 Name & Phone:							
What happened: (Describe how incident occurred in detail; include who, what, where, when, why, how. Ex. When ladder slipped on wet floor, I fell 20 feet and hurt my back; John spilled a corrosive chemical on his right hand and burned it severely):							
What was the injury/illness and part of body affected?							
Was property damaged? <input type="checkbox"/> No <input type="checkbox"/> Yes (If Yes, list type and amount of damage: personal property; vehicle including year, make & model; Equipment Type, etc.) Any vehicle involved in a collision in this state in which any person is injured, including one's self, or in which any person's property sustains damages in the amount of \$700.00 or more is required to complete the <i>State of Washington Vehicle Collision Report</i> . A copy must be given to Human Resources.							
Employee/Volunteer Signature: _____					Date: _____		
SUPERVISOR'S SECTION BELOW:							
Supervisor Name: _____				Supervisor Title: _____			
Do you agree with the incident description above? <input type="checkbox"/> Yes <input type="checkbox"/> No (Explain)							
How do you feel this incident could have been prevented?							
What type of corrective action do you have planned?							
Supervisor's Signature: _____					Date: _____		

THE CIMA COMPANIES, INC.
216 South Peyton Street
Alexandria VA 22314-2892

Tel: 703 739 9300
800 468 4200
Fax: 703 739 0761

Volunteers@cimaworld.com
www.cimaworld.com

Volunteers Insurance Service (VIS®)

INSURANCE PROGRAM

It doesn't happen often, but when it does, the results can be serious...a volunteer is injured, or injures someone else, while performing his or her volunteer duties. One of the benefits of volunteering for this organization is that you are provided insurance protection in case these things happen to you. There are three kinds of coverage; check with your volunteer coordinator to see which coverage your organization has chosen to provide to you.

SUMMARY OF COVERAGES

I. Excess Accident Medical Coverage

This coverage is in excess of Medicare, Medicaid, and any other insurance that you have in place. The excess accident medical coverage will pay up to \$25,000 for medical treatment, hospitalization, and licensed nursing care required as the result of a covered accident. The insurance applies while you are traveling directly to and from, and while you are participating in, volunteer-related activities. **Initial medical expenses must be incurred within 60 days of the accident. Expenses are then covered for a one-year period following the accident.**

Other than x-rays, dental care is covered up to \$500 per tooth for accidental injury to teeth and repair of dentures. Maximum benefit is \$900 per accident.

This coverage also provides up to \$50 for repair or replacement of eyeglass frames and up to \$50 for repair or replacement of eyeglass prescription lenses damaged as a result of a covered accident.

The maximum payment under this coverage, including dental and eyeglass expenses, is \$25,000.

This insurance does not duplicate benefits payable under Medicare or any other valid and collectible insurance coverage.

Accidental Death and Dismemberment Coverage

In addition to the accident medical coverage, the underwriter will pay the following benefits for death or loss of limb or sight, occurring within one year as a result of a covered accident. See coverage details at www.cimaworld.com.

Exclusions to Accident Insurance

A complete listing of the exclusions is detailed in the insurance policy. Please go to www.cimaworld.com for details.

II. Excess Volunteer Liability Insurance

All registered volunteers (collectively) of an organization are provided with excess volunteer liability insurance at a limit of \$1,000,000 per occurrence (subject to an annual aggregate for each named organization). This policy provides protection if you are liable for bodily injury or property damage arising out of the performance of your duties. **This coverage is in excess of and noncontributing with any other valid and collectible insurance you may have.**

Exclusions to Volunteer Liability Insurance

A complete listing of the exclusions is included in the insurance policy details, which are available at www.cimaworld.com.

III. Excess Automobile Liability Insurance

This coverage provides an extra layer of protection for you as a registered volunteer driver while performing your duties. This insurance applies only after your own insurance is exhausted, or the policy's retention has been exceeded. You are protected for bodily injury or property damage claims arising out of your activities (including driving directly between your home and your workstation).

The liability policy is written at a combined single limit (including both bodily injury and property damage) of \$500,000 each accident. This insurance is in excess of the greater of:

- A. \$50,000 each accident;
- B. an amount equal to the applicable limits of liability of any other collectible insurance; or
- C. an amount equal to the minimum limit of liability required under the motor vehicle financial responsibilities laws of the state in which the accident occurs.

It is important to remember that you must maintain your own auto liability coverage at least equal to the state-required minimums. Also, please remember that this coverage does not apply to any damage to your vehicle.

Exclusions to Excess Automobile Liability Insurance

A complete listing of the exclusions is in the policy details at www.cimaworld.com.

COMMONLY ASKED QUESTIONS

- **My car was damaged in an accident while I was volunteering. Will you cover my deductible for the repairs?**

No. The coverage is for liability claims only. There is no coverage for damage to your car.

- **Medicare says that your insurance should pay first. What should I do?**

We can help! Our coverage is specifically excess over Medicare. Call us at 800.468.4200 and we will assist you.

- **I see that the policy provides excess protection if I cause bodily injury or property damage. What if there is an allegation of sexual misconduct or sexual abuse?**

*The policy does not provide protection in the event of a criminal proceeding, but it may provide protection in the event of a civil proceeding. You would be entitled to a defense against an allegation of sexual abuse or sexual misconduct under the personal liability contract. **However, the policy would not defend or indemnify you if you admitted wrongdoing, or if the allegations against you proved true.***

- **How do I file a claim?**

For any type of claim, you first need to see your volunteer coordinator. If you have an accident claim, you will need a "proof of loss" form (available at www.cimaworld.com). Both you and the coordinator must complete the form and mail it to CIMA. Keep a copy for your records. Submit your bills to Medicare or any other existing insurance first. Once you have their "explanation of benefits" form(s), send those to CIMA at the address shown above along with a copy of your "proof of loss" form.

For a claim against you alleging that you caused bodily injury or property damage while volunteering, contact your volunteer coordinator immediately. Provide as much detail as possible about the incident, and obtain any police reports. Your coordinator will then pass this information to CIMA, along with a statement that you were volunteering at the time of the incident.

Further questions?

Visit our website, www.cimaworld.com. We have copies of the policies along with additional information concerning the extent and the limitations of these policies.

About Volunteers Insurance Service:

This insurance program is provided by Volunteers Insurance Service Association, Inc., a risk purchasing group formed and operated pursuant to the Liability Risk Retention Act of 1986 (15 USC 3901 et seq).



Clallam County Volunteer Orientation Checklist

SAFETY POLICY

_____ I understand that safety begins with me. Safety has to be a Mindset and begins with maintaining a safe work area and keeping myself alert and healthy – both on-the-job and off-the-job.

_____ Clallam County has a Volunteer Safety Policy. I have been provided with a copy of Section 3: General Safety Rules and Practices written specifically for volunteers. I will read and familiarize myself with this section of the Safety Policy.

_____ I will receive training as needed (such as Medic First Aid/CPR, Defensive Driving, and Personal Protection/Safety), based on RCW and WAC standards and Clallam County requirements and/or dictates.

_____ If I use County-owned vehicles or my private vehicle for County business, I will have on file with the County:

- a) a valid Driver's License;
- b) a state Driving Record Abstract and current record of any moving traffic violations which would effect my insurability;
- c) validation of adequate privately owned vehicle insurance coverage upon request;
- d) documentation of completed County Defensive Driving course.

_____ The Clallam County "Report of Incident" form has been shown, explained, and given to me.

_____ I have been instructed in the reporting procedures in the event of any incident/accident which occurs on the job.

_____ Any safety or work-related health concerns may also be reported to the Safety/Training Specialist. In the event of a serious injury or potential liability to the County, incidents should be reported immediately to the Safety/Training Specialist located in Human Resources.

_____ I share in the responsibility for my own safety and the safety of my coworkers. Therefore, I am expected to comply with the safety policy and procedures and standards that apply to my actions on the job.

DRUG AND ALCOHOL POLICY

_____ The Clallam County Drug and Alcohol Policy has been explained to me and I understand my responsibilities under this policy.

BLOODBORNE PATHOGENS EXPOSURE CONTROL PLAN

- _____ I have received training and education regarding Bloodborne Pathogens, to include modes of transmission of HBV, HCV, and HIV.
- _____ I have been shown various types of protective clothing and equipment and will locate where to find them at my place of work.
- _____ The reporting procedures to follow in the event of a bloodborne pathogen exposure have been explained to me according to the Clallam County Exposure Control Plan.

HARASSMENT AND BULLYING POLICIES

- _____ The Clallam County Harassment and Bullying Policies have been given and explained to me. I understand my rights and responsibilities under these policies.

HAZARD COMMUNICATIONS (RIGHT TO KNOW) POLICY

- _____ Clallam County Hazard Communication (Right To Know) Policy has been explained to me and I have been given a copy of the policy. I will locate the MSDS Manual in my work area and identify any materials I will be working with which may require an MSDS Sheet.
- _____ I have been instructed on methods of identifying hazardous chemicals in my work area. I have also been instructed on how to read and acquire Material Safety Data Sheets.

ACCIDENT INSURANCE

- _____ I understand that Clallam County has purchased a limited excess accident medical coverage insurance above my own insurance coverage for any injuries that may occur on the job and it is my responsibility to immediately report an injury (even if immediate medical attention is not required).
- _____ I understand the procedures to follow should I ever be injured on the job.
- _____ An explanation of the payment of medical bills, should I be injured on the job, has been explained to me.
- _____ I understand that Clallam County has purchased limited excess personal liability and limited excess auto liability insurance above my own insurance for liability incidents occurring while acting within my position description (excluding community service and in-custody work crew).

Volunteer Name (Print Clearly)

Volunteer Signature

Department

Orientation Conducted By

Date



CLALLAM COUNTY EXPOSURE CONTROL PLAN BLOODBORNE PATHOGENS

The purpose of this handout is to clarify Clallam County's time line and reporting requirements for blood borne pathogens exposure incidents.

Clallam County's Exposure Control Plan is a section in Administrative Policy 240, Health, Safety, and Security. This Exposure Control Plan is mandated by OSHA and WISHA and is outlined in WAC 296-62.

1. Scene of Incident

A. Protect yourself as fully as possible

- 1) Put on Personal Protective Equipment (preferably before exposure)
- 2) Wash affected area with soap and water **as soon as possible**
 - a) If available, supervisor (or co-worker) should evaluate extent of exposure
- 3) Flush eyes, nose, and/or mouth with water, if exposed
- 4) Remove any contaminated clothing

B. Report to immediate (or shift) supervisor **as soon as possible**

- 1) Sheriff's Department procedures require reporting before leaving scene
- 2) Juvenile Services Department procedures require reporting before end of shift
- 3) Other County departments should report before the end of that work-day period

C. Investigation of exposure

- 1) Supervisor will perform an investigation of the exposure **immediately** after the exposure.
 - a) Supervisor will ensure proper decontamination of volunteer and area
- 2) "Post-Exposure Evaluation and Follow-up" form will be completed by volunteer and supervisor **immediately**

2. Medical Evaluation of Volunteer

A. Opportunity to have a confidential medical evaluation and follow-up

- 1) All volunteers should be evaluated by a licensed health care practitioner following a blood borne pathogens exposure.
 - a) Volunteers can choose to go to their own personal family health care practitioner, or
 - b) Volunteers can go to the Emergency Room (especially if after regular work hours)

- B. Recommended blood tests will be done as determined by the evaluating health care practitioner. The testing schedule is as follows:
 - 1) At time of exposure
 - 2) 3 months after exposure
 - 3) 6 months after exposure
 - 4) 12 months after exposure if volunteer requests
 - C. Post-exposure treatment needs to be initiated within certain timeframes to be effective.
 - 1) Post-exposure prophylaxis **treatment for HIV should be initiated within first two (2) hours following exposure.**
 - 2) Post-exposure **treatment for Hepatitis B should begin as soon as possible and no later than 24 hours after exposure** if HBV vaccination is not complete.
 - D. Forms required
 - 1) Take completed **“Post-Exposure Evaluation and Follow-up”** form to health care practitioner
 - a) A copy needs to be given to Safety Training Officer in Human Resources.
 - 2) Take **“Hepatitis B Vaccination Status”** form to health care practitioner - indicating whether volunteer has previously received vaccination series and titre results. (The health care practitioner will complete bottom portion after evaluation, treatment, and test results are received.)
 - 3) Fill out CIMA insurance claim form and submit to Human Resources.
3. Required Reporting and Time Schedules
- A. **Verbal report to Safety Training Officer within 24 hours**
 - B. “Post-Exposure Evaluation and Follow-up” form completed immediately
 - 1) original to health care practitioner
 - 2) copy to Human Resources
 - C. “Hepatitis B Vaccination Status” form completed and taken to health care practitioner
 - D. Insurance claim forms completed, signed, and submitted to Safety Training Officer **within 48 hours**
 - E. The Health Care Practitioner performing the tests will report test results to volunteer and Safety Training Officer within 15 days.
4. Source Individual
- A. If at all possible, determine identity of source of blood exposure
 - B. Obtain blood testing of source individual
 - 1) Voluntary testing if possible
 - 2) If not voluntary, obtain County Health Officer’s (Dr. Locke) order for mandatory testing
 - C. Blood test should take place **as soon as possible** in order to determine the risk level of exposed employee
 - D. The Health Care Practitioner performing the tests should report results of source individual’s blood tests to volunteer within 15 days.
 - 1) Safety Training Officer should be informed whether post-exposure treatment is indicated.

POST - EXPOSURE EVALUATION AND FOLLOW-UP FORM

To be filled out by Volunteer and Supervisor and then taken to Health Care Practitioner.

1. Exposed Volunteer's Name: _____

2. Volunteer's Address: _____

3. Last 4 SS # digits: _____ 4. Date of Birth: _____

5. Department: _____ 6. Job Title: _____

7. Exposure Date: _____ 8. Exposure Time: _____ a.m. _____ p.m.

9. Description of volunteer's activities at time of exposure:

10. What was the exposure substance? A) Blood B) Tears C) Feces D) Urine
E) Saliva F) Vomitus G) Sputum H) Sweat I) Other (explain):

11. What part of volunteer's body was in contact with above exposure substance? Be specific.

12. Did volunteer have any open cuts, sores, or rashes that came in contact with above exposure substance? Be specific.

13. Treatment:

14. Exposure Source:

15. Is exposure source a known risk ? ___ yes ___no

16. Will testing be done ? ___yes ___no

17. Volunteer's Signature: _____ Date: _____

18. Supervisor's Signature: _____ Date: _____

CLALLAM COUNTY
HEPATITIS B VACCINATION ACCEPTANCE/DECLINATION FORM

Employee Name: _____	
Department: _____	Position: _____

Employee: carefully read the options below, select your option, and sign where appropriate. Please have someone witness your signature:

YES, I wish to receive the Hepatitis B vaccination series and understand there is no cost to me as long as I am in active service with the county.

Employee Signature: _____ Date: _____

Witness Signature: _____ Date: _____

I DECLINE the hepatitis B vaccination series at this time. I understand that due to my occupational exposure to blood or other potentially infectious material, I may be at risk of acquiring the Hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with the Hepatitis B vaccine at no charge to me. However, I decline the Hepatitis B vaccination series at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with the Hepatitis B vaccine, I can receive the vaccination series at no cost to me. If I change my mind, I will notify Human Resources.

Employee Signature: _____ Date: _____

Witness Signature: _____ Date: _____

I DECLINE the Hepatitis B vaccination at this time because I have previously received the completed Hepatitis B vaccination series or antibody testing has revealed that I am immune or the vaccine is contraindicated for medical reasons.

Employee Signature: _____ Date: _____

Witness Signature: _____ Date: _____

I am not prepared to make a decision at this time and I acknowledge that I may either ACCEPT or DECLINE the Hepatitis B Vaccination at some future date when I am better informed. I understand that by not acting promptly, I continue to be at risk of acquiring Hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with the Hepatitis B vaccine, I can receive the vaccination series at no cost to me.

Employee Signature: _____ Date: _____

Witness Signature: _____ Date: _____

Health Department Use Only: The above-named employee is authorized to receive the Hepatitis B vaccination series. Please complete the following information and return completed form to Human Resources.

Received by: _____ Date: _____

Date Series began: _____

Billed to: _____ Department



CLALLAM COUNTY HARASSMENT & BULLYING POLICIES

.19 HARASSMENT/SEXUAL HARASSMENT

19.1 Statement Of Concern

The County seeks to eliminate and prevent harassment as well as to alleviate any effects such harassment may have on the working condition of an employee. All such harassment is forbidden. Harassment includes unsolicited remarks, gestures or physical contact, display or circulation of written materials or pictures derogatory towards either gender or towards racial, ethnic or religious groups, or basing personnel decisions on an employee's response to such harassment. The County regards job-related harassment as a serious transgression.

Sexual Harassment is unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Nonsexual Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, gender, national origin, age or disability, or that of his/her relatives, friends or associates, and that:

- has the purpose or effect of creating an intimidating, hostile, or offensive working environment;

- has the purpose or effect of unreasonably interfering with an individual's work performance; or
- otherwise adversely affects an individual's employment opportunities.

19.2 Policy

The policy of the County is that every employee has a fundamental right to be free of such harassment. In response to formal reports of harassment, the County will seek to protect all parties involved from retaliation, false accusations, or future harassment, and where indicated, will take prompt and adequate remedial measures.

Should an issue of harassment be raised, all related matters will be kept private to the greatest extent possible throughout the investigation, counseling, and disciplinary stages. Any County Official receiving notice of harassment shall notify the Human Resources Director, who will direct an investigation and ensure that the charge is resolved appropriately.

19.3 Reporting Harassment

Any employee who feels harassed or is aware of harassment of another employee is urged to report this to an immediate supervisor, County Official, or the Human Resources Director. The report may be informal or formal. A formal report shall include a written statement or a grievance under labor agreement.

19.4 Response To Reports Of Harassment

Written reports concerning harassment will be forwarded to the Human Resources Director unless there is an allegation against that person, and if so, then written reports will be forwarded to the Prosecuting Attorney or the County's Labor Attorney. This procedure will apply to written statements received from reporting employees or written records made by supervisory employees, including County Officials. Whenever supervisory employees become aware of allegations of harassment, they will make a written record of the allegations and will forward the record to the County in accordance with this policy.

19.5 Investigation of Harassment

The Human Resources Director or the Prosecuting Attorney or Labor Attorney will begin an investigation if necessary. The first pre-investigation step shall be to inquire of all persons reporting as to whether the record now includes all allegations of harassment. The investigation will be conducted promptly on a priority basis.

The investigation will be directed at ascertaining the facts concerning the allegations. If, in the course of investigation, evidence of harassment involving other employees is found, the County shall initiate separate investigations.

The investigator shall cause the person reported to have harassed an employee to be advised of the allegations and to afford such person an opportunity to reply orally or in writing. The employee shall also be advised that any retaliatory conduct will be subject to disciplinary action regardless of allegations of harassment.

The results of the investigation shall be reduced to writing. A finding shall be made that there is or is not reasonable cause for disciplinary action. Nothing in this section shall limit the authority of the County to modify policies or practices to correct any appearance of harassment without finding reasonable cause for disciplinary action or taking any disciplinary action. The report will also include any recommendations to remedy any harm that was suffered if the evidence shows that the employee alleged to have been affected by harassment was injured or harmed.

A report that finds reasonable cause for disciplinary action will be maintained in the personnel file of any employee subject to discipline. The employee may have placed in the personnel file a statement of rebuttal or correction. For the purpose of this section, a former employee may present such statement.

19.7 Records Relating To Harassment

Records relating to harassment include written reports regarding alleged harassment, memos between County employees concerning investigation of such allegations and County recommendations in response to allegations. Records relating to harassment will be retained by the County for a minimum of six (6) years. All such records will be retained in a separate file. There will be a cross-reference to the separate file of the reporting employee, the allegedly affected employee, and the employee who was reported to have harassed another. Once the material in the file is determined to have no reasonable bearing on job performance or on the efficient and effective management of the County, reference to it in one or more individual personnel files may be removed.

No information from the file or any indication of the cross-reference to the file will be disclosed to persons who do not have confidential access to the personnel affairs of the County, provided that there are two exceptions which permit some disclosure. First, an employee who reported harassment and/or an employee who was allegedly affected by harassment may request that the County provide information to another regarding the investigation of harassment. On a case-by-case basis, the County, in its own discretion, may agree to release specified information.

However, when the County does provide general information to persons who are not officers or employees of the County regarding an employee or former employee from the County's personnel file and the employee's personnel file reflects a finding of reasonable cause for disciplinary action, the County will also send information regarding the investigation of harassment; except that no readily identifiable reference to other parties involved may be included, and any statement which the employee had requested be held in the file will accompany the disclosure. Information about the finding of reasonable cause for disciplinary action would not be given in response to a request for verification of dates employed.

19.8 Protection Against Retaliatory Actions

Clallam County officials and employees are prohibited from taking retaliatory action against an employee because he or she has in good faith reported harassment or participated in an investigation of harassment in accordance with these policies and procedures.

Employees who believe that they have been retaliated against should advise their supervisor, the Human Resources Director, or any designee so named by the County Administrator, who shall take appropriate action to investigate and address complaints of retaliation. Retaliatory action is strictly prohibited by law and will lead to disciplinary action, up to and including dismissal.

.20 Workplace Bullying

20.1 Statement of Concern

Clallam County is committed to providing a working environment in which all employees are treated with dignity and respect, where bullying at work will not be tolerated, and where all employees can be productive without interference from harassment. Any complaint of workplace bullying will be dealt with promptly and fairly. Substantiated complaints will result in disciplinary action.

Workplace bullying is a breach of the universal right to be treated fairly and with dignity, a right that should form the basis for all working relationships. Bullying at work has a major impact on both individuals and the organization. They include health and stress effects on staff and both direct and indirect costs for the County. County management and employees have responsibilities under occupational health and safety laws to maintain a safe working environment and bullying behavior puts at risk the health, safety, and welfare of employees.

20.2 What is Workplace Bullying

Workplace bullying is unreasonable or inappropriate behavior in the workplace or in the course of employment which could reasonably be regarded as intimidating, insulting, offensive, demeaning, or abusive to others. It will usually be repeated inappropriate behavior but can also consist of a single act. Either individuals or groups may be bullied. - *Note: Normal, appropriate management practices and differences of opinion are not workplace bullying.*

20.3 Types of Workplace Bullying

Workplace bullying can include direct and indirect behavior, and verbal or non-verbal behavior.

Examples of direct workplace bullying:

- Persistent unwarranted criticisms
- Insults
- Belittling comments
- Patronizing titles or nicknames
- Offensive or abusive language
- Unwanted physical contact

Examples of indirect workplace bullying:

- Undermining work performance
- Setting unrealistic deadlines and objectives
- Withholding information
- Refusing reasonable requests
- Taking credit for someone else's idea
- Unreasonable administrative sanctions

20.4 Resolution and Reporting

Informal Resolution:

If you feel that you are being bullied, consider telling the person to stop, that their behavior is unacceptable and why you believe it is, and that you do not want them to do it again. You may do this face-to-face (and may choose to take a colleague with you) or to make your statement in writing.

If you feel unable to approach the person directly or in writing, ask a colleague, your manager, supervisor, department head or the Human Resources Director to speak to the person on your behalf. Brief them clearly about the circumstances, what behaviors you find inappropriate, when and where it occurred, and why you consider it unacceptable.

Formal Resolution:

If the behavior does not stop or you feel uncomfortable with an informal approach, you may make a formal complaint to the Human Resources Director. Complaints will be investigated in a sympathetic, fair, and private as possible manner.

20.5 Manager and Supervisor Responsibility

Managers and supervisors have a key role in identifying and preventing workplace bullying. They are responsible for:

- Taking immediate action to stop workplace bullying if they observe it
- Ensure staff are aware that workplace bullying will not be tolerated
- Responding promptly and fairly to any reported complaints in accordance with Administrative Policy 235
- Mediating the complaint through informal procedures if requested
- Ensuring complainants are not victimized as a result of making a complaint; and
- Ensuring they do not reward or engage in bullying behavior.

20.6 Employee Responsibility

Employees/Volunteers are responsible for:

- Complying with County policy in relation to workplace bullying
- Treating others fairly and with respect at all times
- Not condoning workplace bullying
- Reporting instances of workplace bullying; and
- Offering support to employees who are bullied.

20.7 Additional Information

For further information about workplace bullying or related issues, please contact the Human Resources Director.

The following related policies and procedures are available on the Intranet.

Harassment/Sexual Harassment
Equal Opportunity Employment
Privacy Provisions
Health & Safety
Investigation of Complaints and Discipline
Use of County Computers



Clallam County Safety Policy

.5 General Safety Rules and Practices

This policy pertains to all County employees, volunteers, and contractors.

Every new employee shall be trained on the County's accident prevention program and this policy. Each employee shall learn and use safe work habits in every task performed. Before beginning each task he should anticipate, as fully as possible, what may occur. He should observe the surrounding conditions, examine and inspect equipment, tools and materials to be used. Anything that is defective or unsatisfactory for use must be repaired or replaced prior to use.

Remain mentally alert at all times. Be aware of what others in the vicinity are doing and what is going on. Like "defensive driving," practice defensive working and defensive living in all aspects.

Each department is responsible for assuring compliance to all OSHA/WISHA regulations that affect the department.

Employees on medication which may impair judgment or response time while operating equipment or machinery shall inform an appropriate supervisor. Non-compliance may result in disciplinary action up to and including discharge.

5.1 Housekeeping - Orderliness

One of the most important basic rules of safety is to maintain at all times good housekeeping in our work areas, our offices, our shops, or in the field. This is essential not only to eliminate hazards but contributes greatly to doing the work in a safe, systematic way. All tools, supplies, and materials are to be properly maintained and arranged in an orderly manner. In addition to being orderly, items should be placed outside of foot traffic areas. Heaviest objects should not be located overhead.

5.2 Horseplay - Practical Joking

There shall be no horseplay, rough-housing, or practical joking. Reaction to these is often violent and cannot be anticipated and can lead to serious injury.

5.3 Running - Haste

Caution should be exercised in running or any form of excessive hurry as a potential for accidents is increased under these conditions.

5.4 Jewelry, Rings, Wrist Watches, Etc.

Jewelry and other accessories worn should be appropriate to the type of work the employee is performing. Caution should be exercised by persons in manual or physical activities, or working around revolving machinery.

5.5 Lifting

Use proper lifting techniques when moving heavy, bulky or awkward furniture, or equipment. When lifting use the large muscles of your legs rather than the small muscles of your back. Take a firm grip, secure good footing, place the feet a comfortable distance apart, keep the load close, keep your back straight, bend your knees, and lift with your legs.

Lifting the correct way is easy: Plan your move; if the load is too heavy, large, or bulky, get help; in team lifting, one person should give signals so the team works together; be sure of good footing. Do not reposition objects by twisting your back; turn entire body using small steps.

5.6 High Pressure Air

Compressed air should never be directed at anyone or at yourself. The practice of blowing off one's clothes with an air hose is prohibited. When using an air hose the proper protective devices will be worn. Hoses and equipment used for high air pressure shall be kept in good condition. Connections, fittings, and attachments shall be checked periodically and properly maintained.

5.7 Hazardous Chemicals

All departments will adhere to the Clallam County Hazardous Communications Program located with the department's MSDS information. All department employees will be trained to recognize when a product is hazardous and how to obtain information for proper and safe use of the product.

- a. Solvents and other chemicals have been purchased to do specific jobs. All department employees will be informed when new hazardous chemicals are brought into the department for use.
- b. All departments will ensure the correct material is used and that adequate ventilation and personal protective equipment is provided and properly used.

- c. Every container of hazardous chemicals must be clearly labeled as to its contents and hazard (i.e. poisonous, flammable, corrosive) along with protective clothing requirements to be worn by the employee using the chemical.
- d. Material Safety Data Sheets (MSDS) will be kept current for all hazardous substances and available for all employees in each department at all times.
- e. Storage and transportation of flammable liquids shall be in compliance with OSHA regulations. Volatile explosive fluids shall be kept in safety cans with WISHA approved flashback arresters. Glass or plastic bottles may not be used for flammable fluids or for poisons, acids, or corrosive fluids.
- f. A current list of all chemicals stored will be posted on an outside door leading to the storage area for emergency service type personnel use (i.e., fire fighters).

5.8 Unauthorized Operation

Employees shall not operate any equipment with which they are not familiar. The supervisor (or other qualified person) shall instruct employees on the safe and proper use of equipment before permitting them to work with it.

5.9 Restricted Areas

Employees shall not enter or wander about in areas in which they do not have legitimate business and with which they are not familiar. Employees shall not enter any designated restricted area until admitted by authorized personnel.

5.10 Injury and Accident Reporting

All accidents that result in damage to County equipment, property or vehicles and/or all accidents that result in personal injury or damage to private property, livestock, or vehicles shall be reported on the "Clallam County Report of Incident" form.

In addition, all accidents that result in personal injury requiring medical care shall be reported on the Self-Insured Accident Report (SIF-2) Form and submitted to the Human Resources Department immediately. The supervisor shall complete a "Supervisor's Report of Accident" form, and the physician shall complete the "Physician's Initial Report" form and submit both to the county's Third Party Administrator for Worker's Compensation or to the Human Resources Department as soon as possible.

Also, EVERY visit to a treating physician requires a "Physician's Report" form be completed by the physician, whether or not the employee is released for work, and returned to Human Resources after employee and supervisor have signed it.

If it is impossible for the employee involved in the accident to complete the form(s), another person may fill out the form(s), but they shall indicate why the employee did not complete it. Within 48 hours, copies of all applicable forms are to be forwarded to Human Resources.

All accidents involving County liability (vehicular, personal injury or personal property) shall be reported immediately to Human Resources.

In order to ascertain if the vehicle accident is to be reported to the Department of Motor Vehicles, refer to the Washington Driver's Manual, call any law enforcement agency, the County Sheriff's Department, or the Department of Motor Vehicles.

5.11 First Aid Facilities and Training

Each department shall maintain a complete First Aid Kit in a readily accessible location available to employees at all times. There shall be present or available at all times, a person holding a valid CPR and First Aid certificate in each department. Training in CPR and First Aid shall be made available to employees to ensure compliance with this policy. Certain employees, such as supervisors or those who work in the field alone, are required to maintain current CPR and First Aid certification.

5.12 Employee "Good Samaritan" Assistance

Clallam County provides and requires CPR and First Aid Training to:

- a. Ensure responsible, knowledgeable employees, aware of good safety and health standards throughout County employment;
- b. Ensure this education is used within the limits of the following policy statement; and
- c. Ensure personal safety at all times, both while serving as an employee of Clallam County and during personal time.

Clallam County employees feeling a moral obligation to assist in an emergency (or perceived emergency) situation must understand that their "good Samaritan" assistance is outside their authority of activity while on the job with the following exceptions:

- a. The assistance is being given to another County employee while on County business or,
- b. The assistance is being given to a victim as a result of a County employee or County equipment action.

Should the employee be a member of any volunteer organization (i.e., Search and Rescue, Volunteer Fireman, etc.) or have the unique qualifications to assist in an emergency, (i.e., First Responder, EMT, etc.), they will restrict their activities to responding only when prior authority has been given by their respective department head.

A department head has the option to issue a written release for an employee to leave their work site or discontinue their work to assist in an emergency. This release would remain in effect until the department head canceled the authority.

A department head has the option to give authority to supervisors, who are answerable to that department head, the right to authorize an employee, in person, by telephone, radio, or pager, absence from the work site in order to assist in an emergency situation.

Should an employee be injured on the way to or from, or while assisting in an emergency situation, and this activity takes place during the employee's paid County time; and if the employee was not given permission by their supervisor to depart their County obligations to assist in the (perceived) emergency; that employee will be determined as acting on their own volition and the County would not be held responsible for the results of those actions toward the party or property involved nor the employee's health, welfare or property during the employee's absence from the employee's usual performance of his/her assigned duties.

5.13 Vehicle Operation

All employees operating County vehicles or employees using their private vehicles for County business shall be subject to the provisions of Administrative Policy and Procedure 450, Use of County Vehicles and Personal Vehicles on County Business.

5.14 Protective Devices

Protective equipment shall be provided and used to prevent injury or occupational illness wherever hazards from processes or environment cannot be contained or eliminated at their source. Protective equipment includes, but is not limited to, shields, barriers, gloves, goggles, ear plugs, restraints, ballistic vests, and equipment for protection of any part of the body. Protective equipment or apparel required for safe employment shall be furnished, used, and maintained in a sanitary and reliable condition. Personal protective equipment shall be worn and used in a manner which will make full use of its protective properties. Appropriate high temperature protective clothing shall be worn by workers who are exposed to possible contact with molten metals.

Each department shall maintain a regular system of inspection and maintenance of personal protective equipment furnished to workers. Defective personal protective equipment shall not be used. Where the need for their use is indicated, protective covering, ointments, gloves, or other effective protection shall be provided for and used by persons exposed to materials which are hazardous to the skin. Clean water in ample quantities shall be immediately available where caustic or corrosive materials are handled.

Workers engaged in construction, operation, and maintenance of electrical equipment, apparatus, and circuits shall use the protective equipment which is required in Washington Administrative Code (WAC) and the Electrical Workers Safety Rules.

(1) Work Clothing

Clothing shall be worn which is appropriate to the work performed and conditions encountered. Loose sleeves, ties, lapels, cuffs or other loose clothing shall not be worn near moving machinery. Clothing with exposed metal buttons, metal visors, or other conductive materials shall not be worn around exposed electrical conductors. Clothing saturated or impregnated with flammable liquids, corrosive or toxic substances, irritants, or oxidizing agents shall be removed immediately and not worn again until properly cleaned.

(2) Head Protection

Employees working in areas where there is possible danger of head injury from impact, or from falling or flying objects, or from electrical shock and burn, shall be protected by approved protective helmets that meet WISHA standards in accordance with WAC Chapter on Occupational Head Protection.

Employees who are exposed to power-driven machinery or to sources of ignition shall wear caps or other head covering which completely cover the hair. This standard is not intended to negate requirements for guarding power-driven machinery.

(3) Eye and Face Protection

Suitable eye protectors shall be provided where machines or operations present the hazard of flying objects, glare, liquids, injurious radiation, or a combination of these hazards. In such cases, employers shall make conveniently available a type of protector suitable for the work to be performed, and employees shall use such protectors. Suitable screens or shields which insulate the hazardous exposure may be considered adequate safeguarding for nearby workers.

Employees whose vision requires the use of corrective lenses in spectacles, when required to wear eye protection, shall be protected by goggles or spectacles of one of the following types:

- a. Spectacles with protective lenses which provide optical correction.
- b. Goggles or face shields that can be worn over corrective spectacles without disturbing the adjustment of the spectacles.
- c. Goggles that incorporate corrective lenses mounted behind the protective lenses.

Face and eye protection equipment shall be kept clean and in good repair. The use of this type of equipment with structural or optical defects shall be prohibited.

(4) Hearing Protection

Workers shall be protected with the appropriate ear protective devices from the effects of noise exposures which exceed the noise levels deemed to be safe as defined in WISHA Safety & Health Core Rules. Ear protectors which must be inserted within the ear canal shall be initially fitted by a person trained in the procedure who shall explain the technique for insertion to the employee.

In all cases where the noise levels in any area exceed the limits prescribed in the WAC Chapter 296-800 a continuing effective hearing conservation program shall be administered.

(5) Respiratory Protection

In the control of those occupational diseases caused by breathing air contaminated with harmful dusts, fogs, fumes, mists, gases, smokes, sprays, or vapors, the primary objective shall be to prevent atmospheric contamination. This shall be accomplished as far as feasible by accepted engineering control measures (for example, enclosure or confinement of the operation, general and local ventilation, and substitution of less toxic materials). When effective engineering controls are not feasible, or while they are being instituted, appropriate respirators which fit properly shall be used. NOTE: Beards or facial hair will not be worn when they interfere with the respirator-to-face seal and prevent the respirators from fitting properly.

(6) Foot Protection

Defective footwear, or footwear which is ineffective in preventing or limiting injury, shall not be worn where workers are exposed to conditions which may cause foot injuries. Special types or designs of shoes or foot guards are required where conditions exist that makes their use necessary for the safety of workers. Leggings or high boots of leather, rubber, or other suitable material shall be worn by persons exposed to hot substances or dangerous chemical spills.

(7) Hand Protection

Hand Protection suitable for the need shall be worn wherever the nature of the work requires extra protection to the hands. Gloves shall not be worn by persons whose hands are exposed to moving machinery, equipment, or tools in which they could be caught.

5.15 Lock out-Tag out

To avoid accidental activation of machinery, electrical devices, or other equipment which could create a hazardous condition while performing maintenance, repair, cleanup or construction work, the main disconnect(s) (line circuit breakers) shall first be locked out and tagged in accordance with the following provisions:

Padlocks or other equivalent protective devices shall be used for locking out the main disconnect(s) (line circuit breakers) of machinery, electrical devices, or other equipment that is shut down while maintenance, repair, cleanup, construction work, or other type of work is done to the equipment. Tags shall be used to supplement the padlocks or other equivalent protective devices, and shall be used only for information purposes.

Padlocks, tags, or equivalent protective devices are to be supplied by the employer. Employee(s) shall use as many padlocks or other equivalent protective devices as are necessary to effectively lock out all affected equipment.

An effective lock-out plan shall be formulated in writing and all affected employees so informed. The plan shall contain specific procedures for locking out equipment, information to be contained on supplemental tags, and specific procedures for unlocking equipment after repairs, cleanup, etc., have been completed.

Tags used for providing supplemental information with lock-out padlocks or other equivalent protective devices shall contain the name of the person authorizing placement, reason for placing, date, signature of person placing tag, and such other relative information as deemed necessary by the person placing the tag.

Locking out a machine or item of equipment by use of a pushbutton or other local control device only will not be acceptable as meeting the intent of these rules.

Any person not familiar with all power sources or material entry sources to any area involved when repair, adjustment, cleanup, maintenance, or construction work is necessary and the lock-out procedures must be followed shall consult with the operator, supervisor, or some person who is capable of informing him of proper lock-out procedures and supplemental tagging information.

Equipment shall be stopped and locked out before employees remove guards or reach into any potentially hazardous area. The only exception to this rule will be when equipment must be in motion in order to make proper adjustments.

Each person actively engaged in the repair, maintenance, cleanup, etc., shall lock out the affected equipment and place the informational tag. Upon completion of the work and reinstallation of the guards, that person shall personally remove his lock and tag, except when it is positively determined that an employee has left the premises without removing his lock and tag. Other persons may then remove the locks and tags in accordance with specific department procedures.



Clallam County Drug and Alcohol Policy

A SUMMARY

Under the Drug-Free Workplace Act passed by Congress, the County must maintain a drug-free workplace or risk loss of federal contracts and grants. The Drug-Free Workplace Act stipulates several very specific steps we have to take in order to keep drugs out of our workplace.

This is only a summary, and it is your responsibility to become familiar with, and read, the entire policy. If this summary is not clear to you, you should ask questions before acknowledging its receipt. **This policy pertains to all County employees, volunteers and contractors.** For the purpose of this summary, the term “employee” shall also apply to volunteers.

One of those specific steps is to provide you with a written policy statement. The County’s written policy statement is included in Administrative Policy 240, Health, Safety and Security. This policy includes the general Drug and Alcohol policy and the Department of Transportation’s policy for those employees with a Commercial Driver’s License who drive our road construction equipment. A copy of this policy will be made available to you.

This policy is in effect because the County has a commitment to promote and maintain a healthful, safe and efficient workforce. We are also obligated by Federal law to provide our employees and citizens with a drug-free workplace.

While respecting our employees’ individual right to personal privacy in off-duty lives, Clallam County also recognizes that on- and off-the-job use of alcohol and drugs could adversely affect job performance and the work environment, and often poses a hazard to the safety and welfare of the affected employee, other employees, and the public. Our goal is to recognize and avoid these hazards.

The County’s employees/volunteers are its most valuable resource. The County has the right and responsibility to eliminate any circumstance or activity which might impair or reduce an employee’s or volunteer’s ability to safely and effectively perform.

Employees have the primary individual responsibility for managing their own behavior. Being fit for work depends on an employee's condition and conduct. An employee's condition impairs fitness for work if the condition interferes with safe and productive work. Irresponsible behavior that is unproductive and unsafe will not be tolerated. Each employee is responsible for meeting performance, safety, and attendance standards.

Definitions for terminology used throughout the policy are listed in the policy. These definitions cover terms such as accident or incident; i.e., a County employee performing County business and who is involved in a vehicle accident which results in:

- The death of a human being;
- Someone receiving medical attention away from the scene;
- The necessity of a vehicle being towed from the scene; and/or
- The employee receiving a citation for the accident.

If/when an accident or incident such as this occurs, the employee may be asked to submit to a drug or alcohol test to rule out the possibility of a such a substance being the cause or contributing to the accident or incident. Having proof that no substance was a contributing factor may be vital in any litigation proceedings following the accident.

Other definitions include BAC, CDL, positive tests, and covered substances. A list of substances this policy covers is included in Administrative Policy 240. You know what you take and if you find it on the list, be aware that you should contact the Human Resources Director about your use of that substance.

Another of the specific steps we have to take is to make you aware of some of the dangers of drugs in the workplace. Many drugs are on the government's list of outlawed or illegal drugs.

And don't forget --- prescription drugs or over-the-counter drugs.

Make sure you are informed by your doctor or pharmacist of any side effects from medications prescribed for you. It may be that your tasks will need to be reassigned while you take your medication. You need to let your supervisor know of prescription medication if it will affect your ability to perform your job.

Over-the-counter drugs can also affect how you do your job. Be sure to read the fine print on the package to be aware of possible side effects. If you have to drive or do detailed work, taking a drug that says "May cause drowsiness" would not be advisable for work hours. Use that one for night and sleeping.

Our policy does provide for disciplinary measures if employees come to work while under the influence of alcohol or a controlled substance, for testing positive on duty, and/or for misconduct and poor performance due to substance abuse.

The County believes that employees using alcohol and/or drugs in the workplace create an increased risk to their own safety and that of their co-workers and the public, and detract from efficiency, productivity, and positive work relationships.

The work rules you need to be aware of are:

- 1 - Report the use of legally obtained drugs - prescriptions or over-the-counter drugs - if they will affect your ability to do your job or if they are included on our list of substances that are not acceptable
- 2 – Do not possess alcoholic beverages while at work - this includes purchasing during your lunch hour and storing at your desk the rest of the day, or transporting alcohol in County vehicles for use after business hours.
- 3 – Do not use or be under the influence while at work. One drink will put you past the County limit of .02 BAC.
- 4 - The County reserves the right to inspect or search your personal property or vehicle if we have a suspicion of a policy violation.
- 5 – Do not report to work with any detectable level of alcohol in your blood.
- 6 – Do not sell, transfer, or possess illegal drugs at work. This also includes prescription drugs that can be purchased in Canada which are illegal in the United States.
- 7 - Submit to tests when requested, especially following accidents.
- 8 – Do not provide false information and/or attempt to contaminate or alter a urine specimen.
- 9 - Employees will be discharged for testing positive.
- 10 - If you or someone else in the workplace violate our policy rules, you must let your supervisor or the Human Resources Director know about it.

There is no such thing as “business use of alcohol”. The minute you consume alcohol you are not considered “at work”.

Our general policy allows for drug and alcohol testing in three different situations.

One instance where we can require an employee to have a drug and alcohol test would be if their supervisor has reasonable suspicion that the employee is under the influence of either drugs or alcohol. The employee must then have the test done within 8 hours if testing for alcohol and 32 hours if testing for drugs.

Another time an employee will be tested is after a vehicle accident and one of four things happened: if someone is killed in the accident, if someone has to be taken to the hospital, if one of the vehicles has to be towed away from the accident scene, or if the employee was given a driving citation. Either the supervisor or the investigating officer can request this test.

We also do pre-employment testing for people offered a job in the safety fields (law enforcement, juvenile detention, etc) or if the position requires driving.

General testing procedures cover the authorization to request tests, what constitutes a consent or refusal, specimen testing, and laboratory selection.

Since drugs and alcohol use in the workplace creates dangers for all employees and violates our policy, there are consequences for these violations.

Examination results and consequences cover what steps are followed should a test come back positive. Consequences for volunteers will include termination.

The policy also outlines the role the Medical Review Officer and consulting physician has in the testing process.



Clallam County Volunteers Uniform Policies and Procedures

.80 VOLUNTEERS

80.1 Volunteer Policy

Volunteers play a pivotal role in County Government. The service they provide through their honorary employment is invaluable and often times overlooked. Within their works of volunteerism, activities assigned to them become as diverse as the services provided within County Government.

This policy is designed to provide information pertaining to how volunteers are recognized, responsibilities and work assigned, and protected in case of injury by Clallam County.

80.2 Volunteer Categories

- a. General County Volunteers include those individuals performing administrative, technical, and manual labor. Examples include: Parks and Fair volunteers, Sheriff's volunteers, Juvenile Services volunteers, etc.
- b. General Community & Service Club volunteers include those individuals performing manual labor as directed by the Public Works Department. Examples include working on the trail and in the County parks.
- c. Board and Committee Volunteers include those individuals serving on appointed boards, commissions, and committees.
- d. Volunteers Provided by Other Organizations include volunteers provided by RSVP or other service-related organizations. Departments utilizing service organizations for volunteer work shall coordinate work with the organization and provide supervision appropriate for the level of work performed. Service organization shall be defined as a non-profit organization or club.
- e. Work Crew Volunteers include in-custody workers performing out-of-facility manual labor and chain gang activities as directed by the Sheriff. The Sheriff shall be responsible to maintain written policies and procedures on the eligibility requirements, work rules, termination process, security procedures, emergency procedures, safety rules, and other policies necessary for the safe and effective operation of the program.

- f. Community Service Volunteers include court-referred alternative sentencing workers assigned to provide work for a County department. The District and Superior Courts assign offenders to the Community Service Program. As such, the Courts are responsible to provide necessary rules and regulations. The Sheriff's Department and other County Departments assigned workers shall maintain procedures and practices to ensure a safe workplace.

80.3 Volunteers Not County Employees

Volunteers are not employees of the County. No expectation of job right or continuation of service exists. When volunteers serve, they are subject to the County's rules and policies governing employee conduct. Their status as volunteers is subject to the County's sole discretion and may be discontinued at any time, with or without cause.

80.4 Volunteers To Be Properly Authorized

Persons providing unpaid service to the County as General County Volunteers shall be properly authorized and receive required pre-employment training prior to providing such service.

County Officials are responsible to ensure that all individuals performing volunteer service for the County are properly registered and perform such service in compliance with this policy. County Officials who allow individuals to work as volunteers outside this policy assume liability for those persons.

80.5 Procedures Required Prior to Volunteer Providing Service

(1) General County Volunteers

Prior to providing service, General County Volunteers are required to complete or, the appropriate County Official is required to complete, the following:

- a. Volunteer Application - Either provided by the Human Resources Department, or other application as authorized by the Administrator.
- b. Authorization for Release of Confidential or Privileged Information and an Applicant Disclosure.

- c. Background Investigation - Documented background investigations are required to be completed on all General County Volunteers who may have contact with juveniles, disabled persons, or those who may have unsupervised contact with the public. The County Official who recruits the volunteer and the Director should coordinate and agree on the extent of the background investigation necessary. Minimum background investigation includes a check of conviction records and a check of references.
- d. Abstract of Driving Record - For those volunteers who may drive on behalf of the County.
- e. Parental Permission - If under the age of 18, prospective volunteers will have a permission and waiver form signed by the volunteer's parents.
- f. Personnel Action Form (PAF) - Actions on General Service Volunteers shall be documented by PAF in the same manner as for employees.
- g. Volunteer Service Agreement - The agreement releases the County from certain responsibility and liability for the volunteer's service, and establishes other conditions under which the volunteer provides service.
- h. Orientation

(2) Board and Committee Volunteers

Application and appointment procedures for volunteers on County boards and committees shall be as outlined in the County's Policies on Boards and Committees.

(3) Volunteers Provided Under Subsection b. Above

Volunteers who are affiliated with a community service organization or otherwise defined in subsection b. above who provide project service time to the County shall not be required to complete the application process as described in section (1) above. For such groups, the Volunteer Coordinator will provide a department-specific orientation and maintain a roster that includes the project assignment, volunteer names, address and telephone contact information, service organization affiliation, date of service, and total hours worked.

80.6 Record Keeping Required

Personnel records of volunteers shall be maintained in the same manner as, and in accordance with, County policies on employment records.

80.7 Time Reporting Required

The County maintains a system for the reporting of volunteer time and activity. All volunteer time and the activity performed must be accurately reported utilizing the County's system. County Officials are responsible to ensure that compliance is maintained within their department. Failure to do so may result in the volunteer not being appropriately covered by insurance.

80.8 Reimbursement Of Expenses

When authorized in writing, volunteers may be reimbursed for expenses and nominal fees, in accordance with other County policies, without losing their status as volunteers.

80.9 Volunteers Working Paid County Employment

Clallam County will strictly enforce the Fair Labor Standards Act and Washington Law as it pertains to volunteer service and paid employment status. All questions related to paid status should be referred to the Human Resources Director. Volunteers who violate the labor provisions shall be dismissed from volunteer service.

80.10 Volunteers Subject to County Rules

Volunteers shall be held to and follow the standard of conduct, behavior, and performance that is expected of County employees, including operational regulations as specified in these policies and procedures. A volunteer who knowingly or unknowingly violates the County's rules and policies may be terminated from County volunteer service.

80.11 Termination of Volunteer Status

The County reserves, in its sole discretion, the right to sever volunteer service for any reason, with or without cause. The volunteer shall have no right to appeal such decision.

80.12 Insurance for Volunteers

(1) Limitation on Liability for Volunteers:

Through Federal and State legislation, volunteers are afforded protection against claims for harm caused by an act or omission on their part. Basically, the law removes the volunteer from legal liability in negligence lawsuits involving acts committed while volunteers are acting in the scope of their responsibilities for a local government. However, legislation has been constructed with exceptions and limitations. The law will not protect volunteers for an action that constitutes a hate crime, involves a sexual offense, or constitutes a crime of violence.

(2) County Maintains Insurance Coverage For Volunteers:

The County provides volunteers the following three insurance coverages separately or combined:

- a. Up to \$25,000 in accident medical reimbursement (all volunteers).
- b. Up to \$1,000,000 in personal liability insurance (work crew & community service workers excluded).
- c. For those volunteers who drive, up to \$500,000 in excess automobile liability insurance above the volunteer's own insurance (work crew & community service workers excluded).

Coverage is extended to volunteers while acting for and under the direction of Clallam County. Consequently, volunteers working or acting outside the direction and control of Clallam County government are not covered under the definition of insured.

80.13 Defining Volunteer "Scope of Work"

It shall be the responsibility of the County Official to clearly define, in writing, the duties assigned to each volunteer in their service. In addition, it shall be the responsibility of the County Official or their designee to train, supervise, and monitor the performance of volunteers. Specific training needs depend on the type of work the volunteer will be performing.

80.14 Volunteer Orientation And Training

In addition to other training requirements outlined in these policies, County Officials are responsible to ensure each new volunteer receives a department orientation. Such orientation shall include a review of department policies and procedures, department work rules, safety orientation, identification of safety equipment, evacuation routes, and other issues necessary for the volunteer to perform the work required.

80.15 Volunteers Subject To All Safety & Accident Reporting

Volunteers are subject to all safety and accident reporting rules and procedures. Failure to comply with safety rules shall be grounds for immediate dismissal from the County and may subject the volunteer to personal liability and penalties.



Community Policing Team

Volunteer Manual

Section II

Ethics, Principals and Policy (384)

Clallam County Sheriff's Office

W.L. Benedict, Sheriff



Code of Ethics

As a Law Enforcement Officer, my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent against deception, the weak against violence or disorder; and to respect the Constitutional rights of all men to liberty, equality and justice.

I will keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, animosities, or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession

As sworn at time of Commission



The Six Pillars of Character

Trustworthiness. Respect. Responsibility. Fairness. Caring. Citizenship. The Six Pillars of Character are ethical values to guide our choices. The standards of conduct that arise out of those values constitute the ground rules of ethics, and therefore of ethical decision-making.

There is nothing sacrosanct about the number six. We might reasonably have eight or 10, or more. But most universal virtues fold easily into these six. The number is not unwieldy and the Six Pillars of Character can provide a common lexicon. Why is a common lexicon necessary? So that people can see what unites our diverse and fractured society. So we can communicate more easily about core values. So we can understand ethical decisions better, our own and those of others.

The Six Pillars act as a multi-level filter through which to process decisions. So, being trustworthy is not enough — we must also be caring. Adhering to the letter of the law is not enough — we must accept responsibility for our action or inaction.

The Pillars can help us detect situations where we focus so hard on upholding one moral principle that we sacrifice another — where, intent on holding others accountable, we ignore the duty to be compassionate; where, intent on getting a job done, we ignore how.

In short, the Six Pillars can dramatically improve the ethical quality of our decisions, and thus our character and lives.

1. TRUSTWORTHINESS

When others trust us, they give us greater leeway because they feel we don't need monitoring to assure that we'll meet our obligations. They believe in us and hold us in higher esteem. That's satisfying. At the same time, we must constantly live up to the expectations of others and refrain from even small lies or self-serving behavior that can quickly destroy our relationships.

Simply refraining from deception is not enough. Trustworthiness is the most complicated of the six core ethical values and concerns a variety of qualities like honesty, integrity, reliability and loyalty.

Honesty

There is no more fundamental ethical value than honesty. We associate honesty with people of honor, and we admire and rely on those who are honest. But honesty is a broader concept than many may realize. It involves both communications and conduct.

Honesty in communications is expressing the truth as best we know it and not conveying it in a way likely to mislead or deceive. There are three dimensions:

Truthfulness. Truthfulness is presenting the facts to the best of our knowledge. Intent is the crucial distinction between truthfulness and truth itself. Being wrong is not the same thing as lying, although honest mistakes can still damage trust insofar as they may show sloppy judgment.

Sincerity. Sincerity is genuineness, being without trickery or duplicity. It precludes all acts, including half-truths, out-of-context statements, and even silence, that are intended to create beliefs or leave impressions that are untrue or misleading.

Candor. In relationships involving legitimate expectations of trust, honesty may also require candor, forthrightness and frankness, imposing the obligation to volunteer information that another person needs to know.

Honesty in conduct is playing by the rules, without stealing, cheating, fraud, subterfuge and other trickery. Cheating is a particularly foul form of dishonesty because one not only seeks to deceive but to take advantage of those who are not cheating. It's a two-fer: a violation of both trust and fairness.

Not all lies are unethical, even though all lies are dishonest. Huh? That's right, honesty is not an inviolate principle. Occasionally, dishonesty is ethically justifiable, as when the police lie in undercover operations or when one lies to criminals or terrorists to save lives. But don't kid yourself: occasions for ethically sanctioned lying are rare and require serving a very high purpose indeed, such as saving a life — not hitting a management-pleasing sales target or winning a game or avoiding a confrontation.

Integrity

The word integrity comes from the same Latin root as "integer," or whole number. Like a whole number, a person of integrity is undivided and complete. This means that the ethical person acts according to her beliefs, not according to expediency. She is also consistent. There is no difference in the way she makes decisions from situation to situation, her principles don't vary at work or at home, in public or alone.

Because she must know who she is and what she values, the person of integrity takes time for self-reflection, so that the events, crises and seeming necessities of the day do not determine the course of her moral life. She stays in control. She may be courteous, even charming, but she is never duplicitous. She never demeans herself with obsequious behavior toward those she thinks might do her some good. She is trusted because you know who she is: what you see is what you get.

People without integrity are called "hypocrites" or "two-faced."

Reliability (Promise-Keeping)

When we make promises or other commitments that create a legitimate basis for another person to rely upon us, we undertake special moral duties. We accept the responsibility of making all reasonable efforts to fulfill our commitments. Because promise-keeping is such an important aspect of trustworthiness, it is important to:

Avoid bad-faith excuses. Interpret your promises fairly and honestly. Don't try to rationalize noncompliance.

Avoid unwise commitments. Before making a promise consider carefully whether you are willing and likely to keep it. Think about unknown or future events that could make it difficult, undesirable or impossible. Sometimes, all we can promise is to do our best.

Avoid unclear commitments. Be sure that, when you make a promise, the other person understands what you are committing to do.

Loyalty

Some relationships — husband-wife, employer-employee, citizen-country — create an expectation of allegiance, fidelity and devotion. Loyalty is a responsibility to promote the interests of certain people, organizations or affiliations. This duty goes beyond the normal obligation we all share to care for others.

Limitations to loyalty. Loyalty is a tricky thing. Friends, employers, co-workers and others may demand that we rank their interests above ethical considerations. But no one has the right to ask another to sacrifice ethical principles in the name of a special relationship. Indeed, one forfeits a claim of loyalty when he or she asks so high a price for maintaining the relationship.

Prioritizing loyalties. So many individuals and groups make loyalty claims on us that we must rank our loyalty obligations in some rational fashion. For example, it's perfectly reasonable, and ethical, to look out for the interests of our children, parents and spouses even if we have to subordinate our obligations to other children, neighbors or co-workers in doing so.

Safeguarding confidential information. Loyalty requires us to keep some information confidential. When keeping a secret breaks the law or threatens others, however, we may have a responsibility to "blow the whistle."

Avoiding conflicting interests. Employees and public servants have a duty to make all professional decisions on merit, unimpeded by conflicting personal interests. They owe ultimate loyalty to the public.

2. RESPECT

People are not things, and everyone has a right to be treated with dignity. We certainly have no ethical duty to hold all people in high esteem, but we should treat everyone with respect, regardless of who they are and what they have done. We have a responsibility to be the best we can be in all situations, even when dealing with unpleasant people.

The Golden Rule — do unto others as you would have them do unto you — nicely illustrates the Pillar of respect. Respect prohibits violence, humiliation, manipulation and exploitation. It reflects notions such as civility, courtesy, decency, dignity, autonomy, tolerance and acceptance.

Civility, Courtesy and Decency

A respectful person is an attentive listener, although his patience with the boorish need not be endless (respect works both ways). Nevertheless, the respectful person treats others with consideration, and doesn't resort to intimidation, coercion or violence except in extraordinary and limited situations to defend others, teach discipline, maintain order or achieve social justice. Punishment is used in moderation and only to advance important social goals and purposes.

Dignity and Autonomy

People need to make informed decisions about their own lives. Don't withhold the information they need to do so. Allow all individuals, including maturing children, to have a say in the decisions that affect them.

Tolerance and Acceptance

Accept individual differences and beliefs without prejudice. Judge others only on their character, abilities and conduct.

3. RESPONSIBILITY

Life is full of choices. Being responsible means being in charge of our choices and, thus, our lives. It means being accountable for what we do and who we are. It also means recognizing that our actions matter and we are morally on the hook for the consequences. Our capacity to reason and our freedom to choose make us morally autonomous and, therefore, answerable for whether we honor or degrade the ethical principles that give life meaning and purpose.

Ethical people show responsibility by being accountable, pursuing excellence and exercising self-restraint. They exhibit the ability to respond to expectations.

Accountability

An accountable person is not a victim and doesn't shift blame or claim credit for the work of others. He considers the likely consequences of his behavior and associations. He recognizes the common complicity in the triumph of evil when nothing is done to stop it. He leads by example.

Pursuit of Excellence

The pursuit of excellence has an ethical dimension when others rely upon our knowledge, ability or willingness to perform tasks safely and effectively.

Diligence. It is hardly unethical to make mistakes or to be less than "excellent," but there is a moral obligation to do one's best, to be diligent, reliable, careful, prepared and informed.

Perseverance. Responsible people finish what they start, overcoming rather than surrendering to obstacles. They avoid excuses such as, "That's just the way I am," or "It's not my job," or "It was legal."

Continuous Improvement. Responsible people always look for ways to do their work better.

Self-Restraint

Responsible people exercise self-control, restraining passions and appetites (such as lust, hatred, gluttony, greed and fear) for the sake of longer-term vision and better judgment. They delay gratification if necessary and never feel it's necessary to "win at any cost." They realize they are as they choose to be, every day.

5. FAIRNESS

What is fairness? Most would agree it involves issues of equality, impartiality, proportionality, openness and due process. Most would agree that it is unfair to handle similar matters inconsistently. Most would agree that it is unfair to impose punishment that is not commensurate with the offense. The basic concept seems simple, even intuitive, yet applying it in daily life can be surprisingly difficult.

Fairness is another tricky concept, probably more subject to legitimate debate and interpretation than any other ethical value. Disagreeing parties tend to maintain that there is only one fair position (their own, naturally). But essentially fairness implies adherence to a balanced standard of justice without relevance to one's own feelings or inclinations.

Process

Process is crucial in settling disputes, both to reach the fairest results and to minimize complaints. A fair person scrupulously employs open and impartial processes for gathering and evaluating information necessary to make decisions. Fair people do not

wait for the truth to come to them; they seek out relevant information and conflicting perspectives before making important judgments.

Impartiality

Decisions should be made without favoritism or prejudice.

Equity

An individual, company or society should correct mistakes, promptly and voluntarily. It is improper to take advantage of the weakness or ignorance of others.

5. CARING

If you existed alone in the universe, there would be no need for ethics and your heart could be a cold, hard stone. Caring is the heart of ethics, and ethical decision-making. It is scarcely possible to be truly ethical and yet unconcerned with the welfare of others. That is because ethics is ultimately about good relations with other people.

It is easier to love "humanity" than to love people. People who consider themselves ethical and yet lack a caring attitude toward individuals tend to treat others as instruments of their will. They rarely feel an obligation to be honest, loyal, fair or respectful except insofar as it is prudent for them to do so, a disposition which itself hints at duplicity and a lack of integrity. A person who really cares feels an emotional response to both the pain and pleasure of others.

Of course, sometimes we must hurt those we truly care for, and some decisions, while quite ethical, do cause pain. But one should consciously cause no more harm than is reasonably necessary to perform one's duties.

The highest form of caring is the honest expression of benevolence, or altruism. This is not to be confused with strategic charity. Gifts to charities to advance personal interests are a fraud. That is, they aren't gifts at all. They're investments or tax write-offs.

6. CITIZENSHIP

Citizenship includes civic virtues and duties that prescribe how we ought to behave as part of a community. The good citizen knows the laws and obeys them, yes, but that's not all. They volunteer and stay informed on the issues of the day, the better to execute their duties and privileges as a member of a self-governing democratic society. They do more than their "fair" share to make society work, now and for future generations. Such a commitment to the public sphere can have many expressions, such as conserving resources, recycling, using public transportation and cleaning up litter.

The good citizen gives more than they takes.

Volunteer Program

384.1 PURPOSE AND SCOPE

It is the policy of Clallam County Sheriff's Office to use qualified volunteers for specified tasks and duties in order to create efficiencies for the agency and improve services to the community. Volunteers are intended to supplement and support, rather than supplant, sworn deputies and civilian personnel. Volunteers can be an important part of any organization and have proven to be a valuable asset to law enforcement agencies. Volunteers help to increase departmental responsiveness, delivery of services and information input, and provide new program opportunities. In addition, volunteers bring new skills and expertise to the agency and prompt new enthusiasm.

384.1 .1 DEFINITION OF VOLUNTEER

An individual who performs a service for the Department without promise, expectation or receipt of compensation for services rendered. This may include unpaid chaplains, unpaid reserve deputies, interns, persons providing administrative support and youth involved in a law enforcement Explorer Post, among others.

384.2 VOLUNTEER MANAGEMENT

384.2.1 VOLUNTEER COORDINATOR

The Volunteer Coordinator shall be appointed by the Sheriff. The function of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer management within the Sheriff's Office, and to direct and assist staff and volunteer efforts to jointly provide more productive services. The Volunteer Coordinator should work with other Office staff on an on going basis to assist in the development and implementation of volunteer staffed positions.

The Volunteer Coordinator, or his/her designee, shall be responsible for the following:

Recruiting, selecting and training qualified volunteers for various positions.

- (a) Facilitating the implementation of new volunteer activities and assignments.
- (b) Maintaining records for each volunteer.
- (c) Tracking and evaluating the contribution of volunteers.
- (d) Maintaining the volunteer handbook and outlining expectations, policies and responsibilities for all volunteers.

- (e) Maintaining a record of volunteer schedules and work hours.
- (f) Completion and dissemination as appropriate of all necessary paperwork and information.
- (g) Planning periodic recognition events.
- (h) Administering discipline when warranted.
- (i) Maintaining liaison with other volunteers, utilizing programs in the community and assisting in community-wide efforts to recognize and promote volunteering.

384.2.2 RECRUITMENT

Volunteers should be recruited on a continuous and ongoing basis consistent with department policy on equal opportunity nondiscriminatory employment. A primary qualification for participation in the application process should be an interest in, and an ability to assist the Department in serving the public.

Requests for volunteers should be submitted in writing by interested staff to the Volunteer Coordinator through the requester's immediate supervisor. A complete position description and a requested time frame should be included in the request. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting assignments. The Volunteer Coordinator may withhold assignment of any volunteer until such time as the requesting unit is prepared to make effective use of volunteer resources.

384.2.3 SCREENING

All prospective volunteers should complete the volunteer application form. The Volunteer Coordinator or designee should conduct a face-to-face interview with an applicant under consideration.

A documented background investigation shall be completed on each volunteer applicant and shall include, but not necessarily be limited to, the following:

- (a) Traffic and criminal background check. Fingerprints shall be obtained from all applicants and applicants shall be processed for criminal history.
- (b) Employment.
- (c) References.
- (d) Credit check on volunteers who will routinely handle money or have access to the evidence facility.

A polygraph exam may be required of each applicant depending on the type of assignment.

384.2.4 SELECTION AND PLACEMENT

Service as a volunteer with the Clallam County Sheriff's Office shall begin with an official notice of acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the Office, who will normally be the Volunteer Coordinator. No volunteer should begin any assignment until they have been officially accepted for that position and completed all required screening and paperwork. At the time of final acceptance, each volunteer should complete all required enrollment

paperwork and will receive a copy of their position description and agreement of service with the Sheriff's Office. All volunteers shall receive a copy of the volunteer handbook and shall be required to sign a volunteer agreement.

Volunteers should be placed only in assignments or programs that are consistent with their knowledge, skills, abilities and the needs of the Sheriff's Office. Volunteers are expected to complete a minimum of 12 hours per month unless they are on-call experts.

384.2.5 TRAINING

Volunteers will be provided with an orientation program to acquaint them with the Department, personnel, policies and procedures that have a direct impact on their work assignment.

Volunteers should receive position specific training to ensure they have adequate knowledge and skills to complete tasks required by the position and should receive periodic ongoing training as deemed appropriate by their supervisor or the Volunteer Coordinator.

Training should reinforce to volunteers that they may not intentionally represent themselves as, or by omission infer that they are sworn deputies or other full-time members of the Sheriff's Office. They shall always represent themselves as volunteers.

All volunteers shall comply with the rules of conduct and with all orders and directives, either oral or written, issued by the Sheriff's Office.

384.2.6 FITNESS FOR DUTY

No volunteer shall report to work or be on duty when his/her judgment or physical condition has been impaired by alcohol, medication, other substances, illness or injury.

Volunteers shall report to their supervisor any changes in status that may affect their ability to fulfill their duties. This includes, but is not limited to, the following:

- (a) Driver's license
- (b) Medical condition
- (c) Arrests
- (d) Criminal investigations

All volunteers shall adhere to the guidelines set forth by Clallam County Sheriff's Office regarding drug and alcohol use.

384.2.7 DRESS CODE

As representatives of the Department, volunteers are responsible for presenting a professional image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

Volunteers shall conform to Office approved dress consistent with their duty assignment. Uniforms authorized for volunteers should be readily distinguishable from those worn by sworn deputies. The uniform or identifiable parts of the uniform shall not be worn while off duty except volunteers may choose to wear the uniform while in transit to or from official department assignments or functions provided an outer garment is worn over the uniform shirt so as not to bring attention to the volunteer while he/she is off duty.

Volunteers shall be required to return any issued uniform or department property at the termination of service.

384.3 SUPERVISION OF VOLUNTEERS

Each volunteer who is accepted to a position with the Clallam County Sheriff's Office must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor will be responsible for day-to-day management and guidance of the work of the volunteer and should be available to the volunteer for consultation and assistance.

A volunteer may be assigned as and act as a supervisor of other volunteers provided that the supervising volunteer is under the direct supervision of a paid staff member.

Functional supervision of volunteers is the responsibility of the supervisor in charge of the unit where the volunteer is assigned. Following are some considerations to keep in mind while supervising volunteers:

(a) Take the time to introduce volunteers to employees on all levels.

(b) Ensure volunteers have work space and necessary office supplies.

Make sure the work is challenging. Do not hesitate to give them an assignment or task that will tap these valuable resources.¹

384.4 CONFIDENTIALITY

With appropriate security clearance, volunteers may have access to confidential information such as criminal histories or investigative files. Unless otherwise directed by a supervisor or departmental policy, all information shall be considered confidential. Only that information specifically identified and approved by authorized personnel shall be released. Confidential information shall be given only to persons who have a need and a right to know as determined by departmental policy and supervisory personnel.

Each volunteer will be required to sign a nondisclosure agreement before being given an assignment with the Sheriff's Office. Subsequent unauthorized disclosure of any confidential information, verbally, in writing or by any other means, by the volunteer is grounds for immediate dismissal and possible criminal prosecution.

Volunteers shall not address public gatherings, appear on radio or television, prepare any article for publication, act as correspondents to a newspaper or other periodical, release or divulge any information concerning the activities of the Department, or maintain that they represent the Sheriff's Office in such matters without permission from the proper department personnel.

384.5 PROPERTY AND EQUIPMENT

Volunteers will be issued an identification card that must be worn at all times while On-duty. Any fixed and portable equipment issued by the Sheriff's Office shall be for official and authorized use only. Any property or equipment issued to a volunteer shall remain the property of the Sheriff's Office and shall be returned at the termination of service.

384.5.1 VEHICLE USE

Volunteers assigned to duties such as vacation house checks or other assignments that require the use of a vehicle must first complete the following:

- (a) A driving safety briefing and department approved driver safety course.
- (b) Verification that the volunteer possesses a valid Washington Driver's License.
- (c) Verification that the volunteer carries current vehicle insurance.

The Volunteer Coordinator should insure that all volunteers receive safety briefing updates and license and insurance verification at least once a year.

When operating a Sheriff's Office vehicle, volunteers shall obey all rules of the road, including seat belt requirements. Smoking is prohibited in all Sheriff's Office vehicles.

Volunteers should not operate a marked patrol car unless there is a prominently placed sign indicating that it is out of service and volunteers are not authorized to operate a Department vehicle Code-3. Operation of the Blockwatch vehicle and unmarked vehicle is allowed for authorized volunteers when conducting Clallam County Sheriff's Office business such as radar trailer placement, serving civil paperwork and attending community events. Current verification of completion of defensive driving course is required to operate county vehicles.

384.5.2 RADIO AND [MDT/MDC] USAGE

Volunteers shall successfully complete Central Computerized Enforcement Service System (ACCESS) and radio procedures training prior to using the police radio or [MDT/MDC] and comply with all related provisions. The Volunteer Coordinator should ensure that radio and ACCESS training is provided for volunteers whenever necessary.

384.6 DISCIPLINARY PROCEDURES/TERMINATION

A volunteer may be removed from the volunteer program at the discretion of the Sheriff or the Volunteer Coordinator. Volunteers shall have no property interests in their continued appointment. However, if a volunteer is removed for alleged misconduct, the volunteer will be afforded an opportunity solely to clear his/her name through a liberty interest hearing which shall be limited to a single appearance before the Sheriff or authorized designee. Volunteers may resign from volunteer service with the Sheriff's Office at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

384.6.1 EXIT INTERVIEWS

Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position and solicit the volunteer's suggestions on improving the position. When appropriate, the interview should also include a discussion on the possibility of involvement in some other capacity with the Department.

384.7 EVALUATION

An evaluation of the overall volunteer program will be conducted on an annual basis by the Volunteer Coordinator. Regular evaluations should be conducted with volunteers to ensure the best use of human resources available, to ensure personnel problems can be identified and dealt with promptly and fairly, and to ensure optimum satisfaction on the part of volunteers.



Community Policing Team

Volunteer Manual

Section III

Community Oriented Policing (COP)

**U.S. DEPARTMENT OF JUSTICE
OFFICE OF COMMUNITY ORIENTED POLICING SERVICES**

WHAT IS COMMUNITY POLICING?

A central goal of the COPS Office is to help law enforcement agencies implement and enhance community policing. We have previously defined community policing as "a policing philosophy that promotes and supports organizational strategies to address the causes and reduce the fear of crime and social disorder through problem-solving tactics and police-community partnerships."

In an effort to help discern what community policing is, what interactions between the police and citizens are central to this philosophy, and how the field should measure movement towards community policing, COPS has attempted to further outline the elements that are central to the philosophy of community policing.

This document is considered living, just like community policing itself, and it is meant to inform current practice and the discussion surrounding the advancement of community policing. It is not intended to be a prescriptive listing of central elements, but is meant to stimulate discussion in what is an ever-expanding body of experience and knowledge about the practice of community policing.

Community policing focuses on crime and social disorder through the delivery of police services. This includes aspects of traditional law enforcement, as well as prevention, problem solving, community engagement, and partnerships.

The community-policing model balances reactive responses to calls for service with proactive problem solving centered on the causes of crime and disorder. Community policing requires police and citizens to join together as partners in the course of both identifying and effectively addressing these issues.

THE CORE ELEMENTS OF COMMUNITY POLICING ARE DESCRIBED BELOW:

ORGANIZATIONAL ELEMENTS:

1. PHILOSOPHY ADOPTED ORGANIZATION-WIDE
2. DECENTRALIZED DECISION-MAKING AND ACCOUNTABILITY
3. FIXED GEOGRAPHIC ACCOUNTABILITY AND GENERALIST RESPONSIBILITIES
4. UTILIZATION OF VOLUNTEER RESOURCES
5. ENHANCERS

TACTICAL ELEMENTS:

1. ENFORCEMENT OF LAWS
2. PROACTIVE, CRIME PREVENTION ORIENTED
3. PROBLEM-SOLVING

EXTERNAL ELEMENTS:

1. PUBLIC INVOLVEMENT IN COMMUNITY PARTNERSHIPS
2. GOVERNMENT AND OTHER AGENCY PARTNERSHIP

The Sheriff's Department Manual & Mission

CHAPTER 1.

Key Provisions only – The Manual in its entirety is online

- 1.0 THE MANUAL.** This manual is an official publication of the Clallam County Sheriff's Department. It is issued with the authority of the Sheriff and contains the policies, procedures and regulations of this Department. These policies, procedures, and regulations are established to direct all members in carrying out their duties and responsibilities. Violations of any of the policies, procedures, or regulations contained in this manual may be grounds for disciplinary action.
- 1.0.1 DEVELOPMENT OF DIRECTIVES.** The Sheriff has authority to issue, modify, or approve all policies, procedures, or other directives. Any Undersheriff [or Chief Deputy](#) may also issue, modify, or approve any policy, procedure, or other directive and may issue Divisional Directives, or Training Bulletins, subject to the approval and/or modification of the Sheriff.

All directives will be developed with a review by staff prior to issuance.

- 1.1 KNOWLEDGE OF MANUAL CONTENTS.** It will be the responsibility of every member to have a working knowledge of all policies, procedures, and regulations contained in this manual.

**The following excerpts are Key for your understanding
of the Clallam County Sheriff's Department Philosophy
Regarding Community Oriented Policing**

- 1.20 GENERAL PHILOSOPHY STATEMENT OF THE CLALLAM COUNTY SHERIFF'S DEPARTMENT.** The Clallam County Sheriff's Department is a law enforcement organization whose role is to protect the areas and citizens of Clallam County and its visitors. The Department's responsibility is to provide assistance to the public and to gain their cooperation and compliance with established regulations, ordinances and laws.

The term law enforcement is difficult to define because it encompasses many perceptions as to the services provided or expected, both by the law enforcement community and the public-at-large.

This perplexing problem of definition has been generated by the changing police role which has developed over the years because of society's uncertain demands. In view of the increased responsibilities of the Department it is essential that each member of the Department understand these policies related to the mission of the Clallam County Sheriff's Department. Consequently, each member is responsible for the implementation and understanding of Departmental policies, procedures, and orders.

The Clallam County Sheriff's Department believes in the proposition that we are part of our community and our community is part of the Department. This partnership leads to a safer and healthier County through education, positive interaction and professional law enforcement. "We are community owned and family oriented."

The Department believes that, in order to effectively control crime, both traditional and community policing methods must be employed. Deputies must understand the differences and have the skills, knowledge, and training necessary to determine which is appropriate and to effectively apply either technique as appropriate.

Community Policing is the redirecting of the use of policing resources to achieve greater effectiveness in handling public safety problems such as crime, fear of crime, drug abuse, violence, and disorder.

Community Policing stresses the importance of police-citizen cooperation to control crime, maintain order and improve the quality of life in Clallam County. The community is an active partner with the Sheriff's Department in defining problems to be addressed, tactics to be used, and measurements of success.

The Sheriff's Department believes that Community Policing has two essential ingredients: Community engagement and problem solving. The Department's philosophy is to strive to get citizens and community institutions to share the responsibility for dealing with crime and crime-related problems, and to reorient police work away, as much as practical, from reactive incident handling and toward more proactive and substantive problem solving.

1.20.1 STATEMENT OF ORGANIZATIONAL VALUES. The Clallam County Sheriff's Department and its employees believe in and are committed to the following values.

- C** ompassionate Service
- O** ptimistic Attitude
- M** otivation to protect and serve.
- M** utual respect.
- U** nited efforts.
- N** eighborhood involvement.
- I** ntegrity and honesty.
- T** rust in the future.
- Y** oung people are our future.

The Premise on which Community Oriented Policing is based - The Department and its members believe in the following premises on which community based policing is built.

1. Effective crime control, whether enforcement or preventative, depends on an effective working partnership between the police and citizens in various neighborhoods
2. Members of the Department contribute to the quality of life in their communities in many ways other than by controlling crime.
3. Every neighborhood or community needs to carefully identify its own crime, drug, and related problems.
4. Response to problems identified should involve Sheriff's Department-Citizen collaboration and a problem solving approach.

Traditional vs. Community Policing Values - The Department believes in a “Community Policing” approach to law enforcement while maintaining the basic premise that we are the primary enforcement authority and that the enforcement function is the essence of our mission. The Department believes that traditional and “Community Policing” values do not conflict and both must be understood and employed by every member of the Department when appropriate. We subscribe to the following examples.

QUESTIONS	TRADITIONAL POLICING	COMMUNITY POLICING
Who are the police?	A government agency principally responsible for law enforcement.	Police are the public and the public are the police; police officers are those who are paid to give full-time attention to the duties of every citizen.
What is the relationship of the police to other public service departments?	Priorities often conflict.	The police are one department among many responsible for improving the quality of life.
What is the role of the police?	Focusing on solving crimes.	A broader problem-solving approach.
How is police efficiency measured?	By detection and arrest rates.	By the absence of crime and disorder.
What specifically do police deal with?	Incidents.	Citizens' problems and concerns.
What determines the effectiveness of police?	Response times.	Public cooperation.
What view do police take of service calls?	Deal with them only if there is no real police work to do.	Vital function and great opportunity.
What is police professionalism?	Swift/effective response to serious crime.	Keeping close to the community.
What kind of intelligence is most important?	Crime intelligence (study of particular crimes or series of crimes).	Criminal intelligence (information about activities of individuals or groups).
What is the essential nature of police accountability?	Highly centralized; governed by rules, regulations, and policy directives, accountable to the law.	Emphasis on local accountability to community needs. – The Neighborhood Watch Program
What is the role of command staff?	To provide the necessary rules and policy directives.	To preach organizational values.
What is the role of public relations and the media officer?	To keep the "heat" off operational officers so they can get on with the job.	To coordinate an essential channel of communication with the community.
How do the police regard prosecutions?	As an important goal.	As one tool among many.

Achieving Public Safety through Community Oriented Policing (COP)

What Is Community Oriented Policing (COP)?

A Partnership – (A team approach)

Implementing COP has a positive impact on enhancing public safety, reducing neighborhood crime, and helping to reduce the fear of crime while enhancing the quality of life in the community. It accomplishes these things by combining the efforts and resources of law enforcement, local government and community members into a cohesive “team” effort. (Together, **Everyone Achieves More!**)

What Makes Community Policing (COP) Different?

COP is a collaborative effort between the law enforcement, other government agencies and the community that identifies problems of public safety, crime and disorder and involves all elements of the community in the search for solutions to these problems. It is founded on close, mutually beneficial ties between government, law enforcement and the community members they represent.

A Practical Approach to Problems –

COP seeks the input and talents of all members of the community in the effort to safeguard our neighborhoods and is being advocated by leaders at the highest levels of government. It has been proven that COP can play a primary role in directing the way government services are provided at the community level. *It minimizes duplication of efforts, and maximizes duplication of successes.*

Getting Back to the People –

At the center of COP are three (3) essential and complementary core components:

Community partnership

- A partnership recognizes the value of bringing the people within a given community, back into the public safety process.
- All elements of society must pull together as never before if we are to deal effectively with the unacceptable level of public safety issues claiming our neighborhoods. (Vandalism, petty theft, junk vehicles, environmental abuse, etc)

Problem solving

- Problem solving identifies the specific concerns that community members feel are most threatening to their safety and health.
- These areas of concern then become priorities for joint police-community interventions.

Change management

Properly managed change involves:

- the recognition of the need for change,
- the communication of a clear vision that change is possible,
- the identification of the concrete steps needed for positive change to occur, and
- the development of an understanding of the benefits of change, as well as
- the creation of an organization-wide commitment to change.

Utilizing the **Neighborhood Watch Program** will ensure that each unique neighborhood is provided the “personal focus” that will achieve results geared specifically to them, and that we can track our impact.

More Effective Ways to Solve Ongoing Problems –

A spin off of COP is role clarification of what various public agencies have been designed and funded to do, their legitimate function, and what belongs to others.

Most important, it involves everyone in the struggle with problem definitions and possible solutions. COP places the public service agency in the business of influencing, developing and implementing policy, as defined by the needs of, and input from, their constituency.

Renewed Emphasis on Public Safety Crime Prevention issues –

This would improve the quality of life in neighborhoods. Doing this however, requires an intimate knowledge of the community, which can only be achieved with an ongoing dialog with those who actually live there so that they come to law enforcement for counsel and help before a serious problem arises, not after the fact.

Expanded Public Safety Goals –

Public Safety takes on renewed importance in COP as government, law enforcement and the community at large, become partners in identifying and addressing problems of public safety disorder and neglect that can breed serious crime and other public safety issues.

Trust Is the Heart –

Establishing and maintaining mutual trust is the central goal of a community partnership. Trust will give law enforcement, and other supporting agencies, greater access to valuable information that can lead to the prevention of, and solution of, public safety issues including crimes. It will also engender support for law enforcement and other agency activities that will provide a basis for a productive working relationship with the community that will find practical, supportable solutions to local problems and/or issues.

Long-Term Commitment Needed –

COP does not offer a quick fix. It requires a long-term commitment by law enforcement and other community agencies, to work in conjunction with community members to reach mutually agreed-upon goals. Forming lasting partnerships to eradicate the underlying causes of public safety issues and crime will take effort, time and patience on the part of all involved. History has clearly shown the benefits however, (see below)

Wide-Ranging Benefits –

Law enforcement and other public service agencies are finding that COP offers a myriad of other benefits. Making more effective use of the talents and resources available within communities will help extend severely strained County resources.

As law enforcement and other public safety agencies increase their interaction with the community, that interaction becomes more positive, and productive partnerships will be formed. This will lead to increased performance levels and greater satisfaction with those agencies. This, in turn, can lead to increased job satisfaction among those serving within those agencies, and better service levels. Reduced levels of public safety issues will potentially allow more resources to be allocated to other services that can also have impact on the quality of community life.

How Do We Get Started?

Understand COP –

Ideally, members of a community desiring a transition to COP need a basic understanding of the philosophy underlying it and the strategies required to make it work. A first step is ensuring that all the members of your watch group read COP material and understand the COP philosophy, and that all members having any questions, raise them, and have them answered by the sponsoring agency.

There is no single recipe for successful implementation of COP. The appropriate implementation strategy will depend, in part, on currently existing conditions within your law enforcement agency and the other agencies within your community.

However, common to all community policing strategies are the three core components:

- Problem solving,
- Community partnership and
- Change management.

The basic requirements of these components are:

- Communication,
- Cooperation,
- Coordination,
- Collaboration and
- Change.

Getting started requires a commitment to these components.

Talk About It –

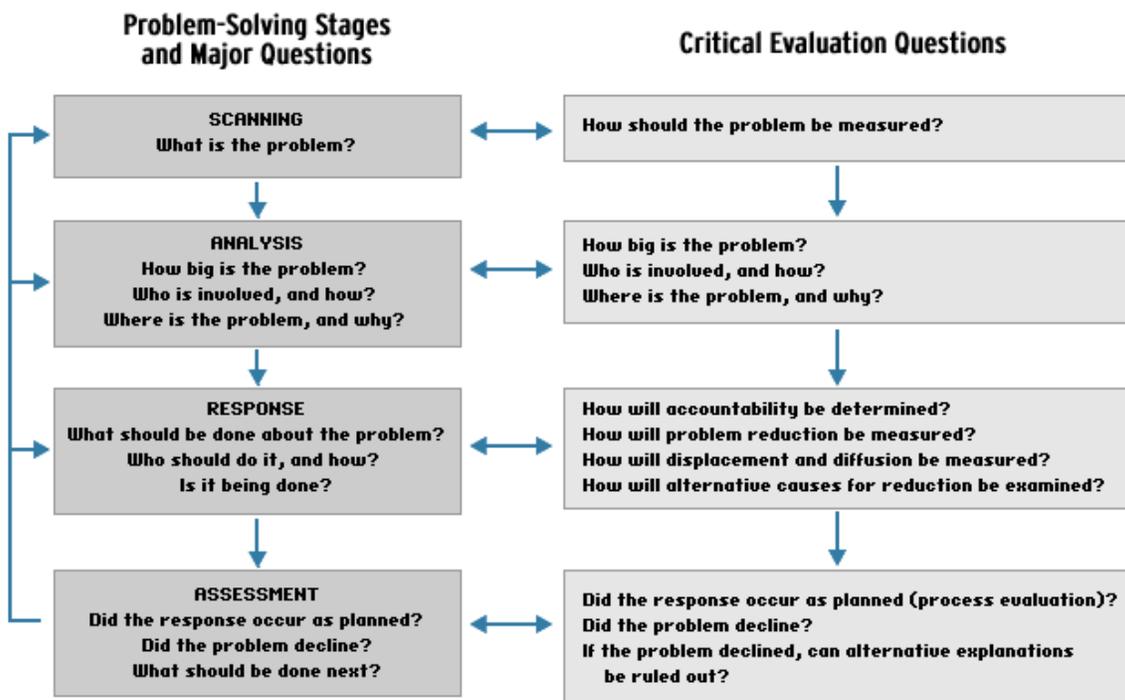
Communication is the foundation for cooperation, coordination, collaboration and change. It is important to start communication early in the COP implementation process.

“One of the biggest obstacles to good communication is the belief that it may already exist.”

It is better to over communicate than to under communicate. A lack of understanding or a miscommunication can breed resentment and failure.

- We intend to utilize e-mail connections and Online web pages and their “links” to assist in providing all citizens with increased opportunities to become knowledgeable and involved, and to communicate concerns.
- Examine with your peers the crime control and other public safety issues within your community and discuss how COP can enhance your neighborhood.
- Share what you know about COP with other community members and representatives of community groups. Begin talking to them about their perceptions of public safety in their neighborhoods, and that there is a way to address them.
- Contact your local law enforcement agency to discuss its COP efforts. Ask them how you, as a member of the community, can assist them in addressing the problems of concern to you in your neighborhood.

The S.A.R.A Model for “Problem” Solving (Scan, Analyze, Respond, and Assess)



The S.A.R.A. model has proven to be an extremely effective approach to addressing Public Safety issues. Often what people perceive as a “problem or issue”, is not the true problem or issue. They are the result, of circumstances that have been allowed to exist, that when corrected, will not only “cure” the problem or issue, but will prevent a reoccurrence.

In many places, Community organizing efforts as a result of implementing COP have produced much broader community forums. Within the COP scheme, the idea of problem solving with all the stakeholders has much merit.

COP programs have trained community members in organization skills, communication skills, and provided knowledge of, and access to, government and non-profit agencies in ways not deemed possible before. This allows for quicker response to addressing any public safety issue.

Co-sharing of information gathered between all cooperating agencies also saves time, money, and allocation of resources while increasing the efficiency of any needed response.