

# Our Organizational Values Statement

## Passion \* Integrity \* Results

### *Passion for our community*

We are dedicated to providing exceptional service. We listen carefully and respond to the needs and expectations of our customers and our community. Each of us plays an important role in serving the community and making our city a great place to live and work. We encourage creativity and innovation as we constantly seek to improve our services and to enhance the quality of life in our community. At Springfield, each individual makes a difference.

### *Integrity in our work*

We are professional and honest in our working relationships. We strive for equity and fairness in our decision making and in our treatment of one another. We honor our commitments. We hold ourselves accountable to the highest ethical and performance standards.

### *Results through collaboration*

As City of Springfield employees we are committed to working together with citizens, elected officials and each other. We get the job done. We value our culture of participation, building strong partnerships across our organization and within our community. We respect individual differences, recognizing they are part of our strength as a team. We share ideas to inspire and learn from one another.



# City of Springfield

## Identity Theft Protection Policy

Approved by: Gino Grimaldi, City Manager:

Date:

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### **I. Purpose**

To outline procedures for compliance with Senate Bill 583, the Oregon Identity Theft Protection Act (OITPA).

### **II. Policy**

It is the policy of the City of Springfield to protect personal information and comply with the OITPA.

### **III. Objectives**

- 1. Safeguarding Personal Information:** The City of Springfield shall implement and maintain reasonable safeguards to protect the security and confidentiality of personal information, including its proper disposal. Personal information includes an employee or customer's name in combination with a SSN, Oregon driver's license, Oregon identification card, passport number or other United States issued identification number; or a financial, credit, or debit card number along with a security or access code.
- 2. Social Security Numbers (SSN) Protection:** Printing SSNs on any mailed materials not requested by the employee or customer unless redacted; or on cards used to access products, services, or City buildings (such as ID cards); or publicly posting or displaying SSNs is prohibited. Exemptions include requirements by the State of Oregon; federal laws, including statute, such as W2s, W4s, 1099s, etc.; records for use for internal verification or administrative processes; and records used for enforcing a judgment or court order.
- 3. Notification of Security Breach:** In the event that personal identifying information has been subject to a security breach, the City will provide notification of the breach to the customer or the employee as soon as possible in writing, electronically if that is the primary manner of communication with the customer or employee, or by telephone if the person is contacted directly. The exception is if the notification would impede a criminal investigation. The definition of a security breach, for the purposes of this policy, will be when it is known that sensitive data has been lost or out of city staff's physical control.

### **IV. Procedures**

- 1. Information Technology Department (IT):** IT is responsible to establish technical controls to safeguard personal information stored in electronic format and to document safeguard practices in writing.
- 2. Human Resources Department (HR):** HR is responsible to include this Identity Theft Protection as part of new employee orientation by documenting review of this policy and the concepts in "Identity Theft – A Business Guide". The business guide can be accessed at <http://www.cbs.state.or.us/dfcs/pdf/4117.pdf>.

3. **Department Directors:** Department directors are responsible to be familiar with the Identity Theft Protection Act and to meet with their staff to assess current compliance and document appropriate safeguard practices in writing.
  
4. **Employees:** Employees are responsible to comply with this policy and any internal processes as directed by their department. Noncompliance may result in formal disciplinary action up to and including termination of employment. Employees should contact their supervisor if they have questions about compliance with this policy.

**REFERENCES:** [Safeguard Best Practices Checklist \(pdf\)](#)  
[Notification Best Practices Checklist \(pdf\)](#)  
[Oregon Department of Consumer and Business Services](#) Identity Theft Web site  
[Oregon Department of Justice](#) Identity Theft Web site  
[Federal Trade Commission](#) Identity Theft Web site  
<http://oregon.gov/DAS/EISPD/ESO/IDTheft.shtml> Enterprise Security Office  
Identity Theft Web site

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SUBJECT: **Acceptable Use of Electronic  
Mail, Internet, Intranet and  
City Computers**

NUMBER: 16

DATE ISSUED: August 15, 2001

**Revised and effective date: February 15, 2005**

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The City of Springfield continues to adopt information technology to help employees do their jobs in a more efficient way. In this regard, the City has provided many employees with access to computers, electronic mail, the Internet, and the City Network.

### **I. Purpose**

This policy establishes rules governing employee use of City -provided Electronic Mail, Internet, Intranet, and City Computers. Computer use must be consistent with Oregon Public Records Law, the State Ethics Statutes, and Federal Copyright and Licensing Laws. The City reserves the right to review any information, files, communications or programs sent, stored, received or loaded on its computer systems.

### **II. Scope**

This procedure is applicable to all City departments.

### **III. Definitions**

**Internet:** The worldwide network of computers communicating with one another via an agreed upon set of Internet protocols. Internet access usually means employees have the capability to browse the World Wide Web and send electronic mail to anyone with an Internet E-mail address.

**City Network:** The City's network of computers, servers and connectivity.

### **IV. Policy**

This policy applies to Electronic Mail, Internet, and City Computer services that are:

- Accessed on or from the City's premises;
- Accessed using City computer equipment or via City-paid access methods;
- Used in a manner that identifies the individual with the City; or
- Loaded or installed on City computers or networks.

Unless otherwise specified by written agreement, all programs, documents, and data generated and/or residing on the City Computer equipment or generated by City employees using City computers for City program activities are City property. This includes minor and incidental personal use as specified below.

## Administrative Regulation #16

Employees should not expect privacy with respect to any of their activities using the City-provided E-Mail, Internet, City Network or Computer access or services. This includes minor and incidental personal use as specified below.

Internet, City Network, and E-mail services as well as City computers and software are provided by the City for employees' business use. Minor and incidental personal use which does not interfere with City business is permitted unless this type of use is canceled by the employee's supervisor. Personal use must be infrequent and must:

- Not involve any prohibited activity (see V);
- Not interfere with the productivity of the employee or his or her co-workers;
- Not consume system resources or storage capacity on an ongoing basis;
- Not involve large file transfers or otherwise deplete system resources available for business purposes;
- Not involve down loading, installing, or running software programs not acquired and installed by the Information Technology department;
- Not occur during normal working hours. Minor and incidental personal use is only permitted before or after normal working hours, or during breaks.

Employees violating this policy are subject to discipline, up to and including termination of employment. Furthermore, employees using the City's computer system for defamatory, illegal, or fraudulent purposes also may be subject to civil liability and criminal prosecution.

### V. Prohibited Activities

Employees are strictly prohibited from using City E-Mail, Internet, City Network, and City Computer services in connection with, by way of illustration but not of limitation, any of the following activities:

- Using City computers or any City-provided computer service for personal financial gain (such use is clearly prohibited by ORS 244.040(1)(a));
- Using City computers or any City-provided computer service to avoid financial detriment (such use is clearly prohibited by ORS 244.040(1)(a));
- Using City computers or any City-provided computer service for the financial benefit of a business or to avoid financial detriment to a business in which the employee or a relative of the employee has an interest;
- Engaging in illegal, fraudulent, or malicious conduct;
- Working on behalf of organizations without any professional or business affiliation with the City; or working on behalf of organizations with such affiliation but outside of the specific City business with them;
- Sending, receiving, or storing offensive, pornographic, obscene, or defamatory material;
- Soliciting or supporting political or religious causes or beliefs;
- Annoying or harassing other individuals, including any prohibited form of harassment;

## Administrative Regulation #16

- Downloading or running materials including screen savers, music or streaming video off the web without previous authorization from their department director;
- Downloading software off the web without previous authorization from the Information Technology Department;
- Obtaining unauthorized access to any computer system;
- Using another individual's account or identity without explicit authorization of the individual, unless this is approved by the director of IT or the City Manager;
- Distributing or storing chain letters, jokes, solicitations, junk mail, offers to buy or sell goods, or other non-business material of a trivial or frivolous nature;
- Giving non-City employees or other users not authorized by a department director access to the Internet, City Network, E-mail, or computers;
- Purchasing, acquiring or installing software or hardware without previous authorization from the Information Technology Department.

### VI Guidelines

To help employees get the most out of their E-Mail, Internet, City Network, and City Computer privileges, the City has put together the following guidelines:

1. Don't expect privacy, but observe good security practices. You should never assume that any information you send or receive over the Internet is private. You should be aware that there are a variety of ways an Internet communication can be disclosed to people other than the intended recipient:
  - Under Oregon's Public Records law, there is no right to privacy for E-mail messages;
  - The intended recipient of your communication can forward information to a third party without your knowledge or consent;
  - Internet communications sometimes are misdirected or disclosed to third parties due to human or system error;
  - Your communication can be intercepted by unauthorized individuals;
  - The City may monitor your computer usage.
2. Retention of E-mail.
  - a. All E-mail messages sent or received by City employees in connection with City business or using City assets or facilities are public records. They are subject to the same retention requirements as hard copy documents. E-mail messages must be retained even if they are confidential, privileged, or otherwise exempt from disclosure under the Public Records Law. The retention and disposition of public records is authorized by retention schedules issued by the Secretary of State Archives Division. Records may be retained in hard copy or electronic format.
  - b. Employees have a responsibility to be familiar with the retention schedules applicable to City records and to ensure that the E-mail messages they send or receive are retained in accordance with the appropriate records retention schedules.

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- c. E-mail messages relating to specific matters must follow retention guidelines in OAR 166. Please refer to the City Records Retention Schedule which is maintained in each department. It may also be found in the City Recorder's office and online at <http://arcweb.sos.state.or.us>
  - d. When email messages do not obviously or directly relate to a specific matter, program, or function, they shall be treated as correspondence and retained as necessary in accordance with the Archives retention schedules in OAR Chapter 166, division 300 or other applicable rules or statutes. In general, the schedule provides as follows:
    - Administrative Correspondence. Communications containing significant information about City programs; there may be a variety of administrative correspondence. Please review the City Records Retention Schedule regarding each document or check with the City Recorder.
    - Fiscal Correspondence. Significant communication pertaining to the City's fiscal policy, obligations and revenues; there may be a variety of fiscal correspondence. Please review the City Records Retention Schedule regarding each document or check with the City Recorder.
    - General Correspondence (one year). Communications concerning routine City operations that do not contain significant information about the City's programs; or
    - Ephemeral Correspondence (retain until read). Communications received or sent that do not contain significant information about the City's programs, fiscal status, or routine agency operations.
  - e. Questions about retention of E-mail (or other public records) shall be directed to the City Recorder.
3. Always represent the City's best interests. When you are logged in from work, you must avoid any communications or activities that could be construed as improper or that otherwise could harm the City's reputation.
  4. Respect the privacy and property rights of others. Don't copy or distribute any copyrighted material you find on the Internet. It is always wise to treat all material as copyrighted, unless the author has given his or her permission for the material to be redistributed.
  5. No unauthorized software or hardware shall reside on City computers. Unless previous approval is obtained, all hardware and software will be purchased and installed through the Information Technology department. Any commercial software residing on City computers shall be purchased through an authorized vendor or otherwise lawfully obtained. The Information Technology department will be responsible for software and license compliance. Unless previously authorized by the Information Technology department, all software licenses and media will be physically stored and managed by the Information Technology

## Administrative Regulation #16

department. Except as otherwise allowed under the software license, and except for backup/archival purposes, software owned by the City or installed on City computers is covered under the copyright laws and shall not be copied, duplicated, or installed on any other computer.

6. Use the City E-mail system responsibly. Employees may not use the City e-mail system for general distributions to all City employees without authorization from their department director.

### **VII. Interpretation and Implementation**

Any questions relative to the intent or application of this procedure should be directed to the Human Resources Director.

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Michael A. Kelly  
City Manager



-Rule 15-

**EQUAL EMPLOYMENT OPPORTUNITY AND ANTI-HARASSMENT & DISCRIMINATION**

Originated: 3/17/86

Original: Rule 15 Replaces PPM #16, Pg.2 & PPM #21

Approved by: Gino Grimaldi, City Manager \_\_\_\_\_ Date:

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**15.1 Equal Employment Opportunity Policy Statement**

It is the policy of the City of Springfield to provide equal employment opportunities to all employees and applicants for employment without regard to race, religion, sex, sexual orientation, national origin, mental or physical disability, age, marital status or other legally protected status or activity. It also the City's policy to respect the right of applicants and employees to oppose practices they feel may be discriminatory and utilize the rights provided to them under equal employment opportunity laws.

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at the City of Springfield, where employment is based upon personal capabilities and qualifications. Any employee who willfully violates this policy may be subject to disciplinary action including termination of his or her employment with the City.

**15.2 Anti-Harassment & Discrimination Policy Statement**

The City of Springfield believes that all employees have a right to work in an environment where the dignity of each individual is respected. The City prohibit harassment of one employee by another employee, regardless of their working relationship or supervisory status. Specifically forbidden is harassment of a sexual, racial, ethnic, age, religious, color, gender or disability-related nature. Also prohibited is harassment based on another person's membership in a group protected by law or participation in legally protected activities. The City of Springfield is committed to maintaining a workplace free of such conduct.

It is the responsibility of all employees, supervisors and managers to understand and comply with our policy. Supervisors and managers have the additional responsibility to enforce our policy and promptly report conduct believed to be a violation of this policy to their Department Directors. Department Directors are, in turn, expected to obtain guidance from Human Resources regarding the appropriate response to discrimination and harassment complaints and concerns.

### 15.3 Prohibitions Against “Hostile Work Environment” Harassment

- A. It is important to note that not all conduct that a person considers to be offensive constitutes "harassment" that violates this policy. For example, a supervisor's communication of corrective or other disciplinary action is not considered harassment.
- B. Similarly, harassment does not exist simply because two employees have a personality conflict. Although rude, threatening and other types of negative conduct may violate other City or departmental standards and should be reported to your supervisor or Department Director, this type of behavior does not generally violate this policy.
- C. In order to be considered harassment in violation of this policy, the offensive conduct must be related to an individual's race, religion, color, sex, national origin, marital status, citizenship, sexual orientation, age, physical or mental disability or other legally protected basis under the employment discrimination laws.
- D. For the purpose of this policy, the term “harassment” includes Unwelcome verbal, graphic, or physical conduct of a sexual, racial, ethnic, religious, sexual-orientation, age, disability, citizenship, or other nature that is prohibited under the employment discrimination statutes which:
  - 1) Has the purpose or effect of creating an offensive work environment; or
  - 2) Unreasonably interfering with an employee's work performance.
- E. Sexual and gender-based harassment includes the following conduct:
  - 1) Making offensive comments about another person's gender or sexuality
  - 2) Obscene or lewd comments, jokes, suggestions or innuendos
  - 3) Unwanted sexual advances, propositions or requests for dates
  - 4) Unwelcome visual conduct, such as leering or making sexual gestures
  - 5) Displaying sexually suggestive objects, pictures, cartoons or posters
  - 6) Making offensive verbal comments about an individual's body or life style
  - 7) Unwelcome touching, impeding or blocking movements
  - 8) Using derogatory or stereotypical gender-based terms
  - 9) Making offensive comments about a person's gender or sexual orientation
  - 10) Talking about your sex life
  - 11) Using City computers, fax machines or other communication systems to

access, send, store or receive material of a sexual nature

- 12) Transmitting, displaying or exposing other City employees to offensive sexual images or comments
- 13) Swearing or profane language
- 14) Making derogatory comments about gays or lesbians
- 15) Spreading rumors or discussing a co-worker's sex life
- 16) *Engaging in any other verbal, graphic or physical conduct of a sexual or gender-based nature that creates an offensive work environment or interferes with another employee's work performance*

F. Racial, ethnic, age, religious, disability-related or other prohibited harassment includes the following types of conduct:

- 1) Making racial slurs or derogatory ethnic comments
- 2) Telling racial or ethnic jokes
- 3) Making derogatory comments about a person's physical or mental limitations
- 4) Mimicking someone with physical or mental limitations
- 5) Promoting your religious beliefs to someone who finds it offensive
- 6) Making derogatory age-based comments
- 7) Displaying racist symbols
- 8) Using City communication systems to send, receive, store or access material that is racially, ethnically or religiously offensive material
- 9) Displaying cartoons, printed material or other objects which are racially or ethnically offensive
- 10) Criticizing or making fun of another person's religious beliefs
- 11) Transmitting, displaying or exposing other City employees to offensive comments or images of a racial, ethnic or religious nature
- 12) *Engaging in any other verbal, graphic or physical conduct of a racial, ethnic, religious, age, disability or other prohibited nature that creates an offensive work environment or interferes with another employee's work.*

G. Under both the law and this policy, employees who are offended by this type of conduct are not required to inform an offending employee that his/her conduct is objectionable before reporting violations. In short, the lack of an objection is not an excuse. All employees should assume that any conduct of this nature described above will be offensive to others and should refrain from engaging in such conduct.

#### 15.4 Scope of "Hostile Work Environment" Harassment Prohibitions

A. Even conduct of the nature described above that occurs off duty may be a violation of this policy, if it has the purpose or effect of creating a hostile or offensive work environment. For example, making unwanted sexual overtures to

another employee after work that makes it uncomfortable for that employee to work with you would violate our policy. This principle is recognized in the law and has been adopted by the City.

- B. Harassment of employees by temporary agency employees, vendors, suppliers, citizens and other non-employees that creates an offensive work environment or interferes with an employee's ability to perform his or her job duties is also a violation of this policy.

#### 15.5 Prohibitions Against "Quid Pro Quo" Harassment

- A. It is also a violation of this policy for any employee to suggest or threaten that an employee's cooperation, tolerance or objections to conduct prohibited by this policy will have any effect on that employee's employment.
- B. The City strictly prohibits any employee, particularly those in positions of authority from:
  - 1) Conditioning employment on an applicant or employee's tolerance of or resistance to discrimination or harassment; or
  - 2) Basing any type of employment decision on an applicant or employee's tolerance of or resistance to discrimination or harassment.
- C. This type of conduct is considered a serious violation of our policy and extends to virtually all aspects of employment (i.e. hiring, changing work assignments, making disciplinary recommendations, conducting performance evaluations, promotions, transfers, employment references, etc.)

#### 15.6 Discrimination and Harassment Reporting Policy

- A. Employees who feel that they are being discriminated against or harassed by another employee should promptly notify their immediate supervisor, Department Director or Human Resources. Employees are the City come to report conduct they feel is offensive directly to any of these individuals. There is no chain of command.
- B. Those employees who believe they are being harassed by their supervisor or believe that their supervisor has not effectively responded to a discrimination or harassment complaint should report the harassment and/or other concerns regarding the supervisor's response to their Department Director or Human Resources. .
- C. Employees who are not certain whether conduct that is offensive to them violates this policy are encouraged to consult with the Human Resources.
- D. Likewise, employees who experience discrimination or harassment by a non-employee, such as a temporary agency employee, a supplier or a citizen should report such harassment to their immediate supervisor, Department Director or Human Resources. As with harassment by employees, this type of conduct should be reported whenever it creates an offensive work environment or interferes with an employee's work.

#### 15.7 Investigations and Corrective Action

as possible and lawful corrective action will be taken.

- B. All employees are required to cooperate with investigations of potential violations of this policy and are further required to be honest and forthright in such investigations.
- C. The investigation of discrimination and harassment complaints will be treated with as much confidentiality as the City determines is practical, while permitting an appropriate investigation and correction of the problem.
- D. The City will comply with the right of union representatives to request and receive information regarding discrimination and harassment complaints involving members of their bargaining unit, including copies of investigation reports, consistent with PECBA, collective bargaining agreement and other legal obligations.
- E. The City's ability to resolve these kinds of problems is dependent upon the cooperation of employees and others in reporting incidents they believe violate this policy. Notification of the problem is essential. The City cannot help resolve a discrimination or harassment problem, unless the City knows about it. Please report all conduct that violates this policy using the reporting policy outlined above in enough detail that the City can recognize the problem and take whatever steps are necessary to investigate and address that problem.
- F. In the event that the City determines that an employee has violated this policy appropriate disciplinary action up to and including discharge will be taken.
- G. Nothing in this Manual is intended to deny employees "just cause" protections afforded to them under collective bargaining agreements or individual employment agreements.
- H. Any represented employee who is disciplined or discharged for a violation of the City's Equal Employment Opportunity Policy has the right to grieve that action under the "just cause" provisions of the applicable collective bargaining agreement.
- I. Non-represented employees may challenge disciplinary action under Rule 14, Grievance Procedure of the Personnel Policies and Procedures Manual.
- J. In addition, other corrective action, such as group or individualized training and other steps may be taken as the City determines is appropriate. Appropriate action will also be taken to address violations of this policy by non-employees.

#### 15.8 Retaliation

- A. The City fully respects the right of its employees to raise harassment and discrimination concerns and to participate in investigations. It is a serious violation of this policy for supervisors, managers, employees or others to directly or indirectly retaliate against employees who report harassment or discrimination; cooperate with investigations; testify in discrimination or harassment proceedings or assist in enforcement of this policy.
- B. "Retaliation" is broadly construed under the law and this policy.
  - 1) It includes any adverse action against an applicant or employee for

opposing harassment or discrimination.

- 2) It may include any on-duty or off-duty conduct, whether related to employment or not, that could discourage an applicant or employee from making a complaint of discrimination or harassment or testifying, assisting or participating in an investigation or other proceeding.
  - 3) It could also include conduct such as “cold shoulder” treatment; changing or interfering with job duties; making false claims; spreading rumors; taking adverse action against a person who is connected with the employee or similar negative conduct taken against any employee because he/she has engaged in these types of activities.
- C. Employees should use the reporting procedure set forth above to bring complaints of retaliation to the attention of the City.
- D. If the City find that an employee has violated anti-retaliation standards, appropriate disciplinary action up to and including immediate discharge will be taken in addition to any other corrective action as the City considers determine appropriate. Again, represented employees who feel such disciplinary action was unjust may grieve that action under the terms of the applicable collective bargaining agreement. Non-represented employees may challenge disciplinary action using the procedures outlined in *Rule 14, Grievance Procedure* of the Personnel Policies and Procedures Manual.
- E. It should also be noted that the use of the internal reporting procedure set forth above does not preclude an employee from pursuing external remedies to address discrimination, harassment or retaliation concerns with state or federal agencies. Employees who file complaints with those agencies, assist in their investigations or testify in legal proceedings are protected from retaliation based on those actions.

#### 15.9 Disability Accommodation

- A. It is also the City's policy to comply with applicable disability discrimination laws. This means that the City prohibits discrimination against disabled applicants and employees and complies with reasonable accommodation obligations.
- B. The City cannot respond to workplace obstacles that negatively impact disabled applicants or disabled employees, if the City doesn't know about them. Consequently, applicants and employees who believe that workplace modifications, extended medical leaves or other adjustments are needed to accommodate their disabilities need to notify the Department Director or Human Resources of the need for accommodation.
- C. It should be noted that not every physical or mental limitation qualifies as a disability. However, if an applicant or employee reports a condition that he/she believes requires accommodation (or the City otherwise becomes aware of the need to accommodate a disabled applicant or employee), Human Resources or another member of the management staff will meet with the applicant or employee to determine whether he/she is disabled and, if so, what accommodations may be required.
- D. All employees are expected to cooperate with the City's efforts to confirm work-related limitations and provide input regarding possible accommodations.

- E. The City is not legally required to create a new, permanent modified-duty job for a disabled applicant or employee; to reallocate the essential job duties of a position to other employees or incur an undue burden as part of its reasonable accommodation obligations. The City will explore other options to enable disabled applicants and employees to perform their essential job duties.
- F. Likewise, in the event the City concludes that no reasonable accommodations can be made which would enable an employee to perform his/her current job or a position sought in a safe and satisfactory manner, the City will explore opportunities to place the employee in other available positions.
- G. In the event any accommodation being considered by the City affects the rights of another bargaining unit employee; requires modification of a collective bargaining agreement or requires bargaining pursuant to PECBA, the City will notify the union in writing of the proposed accommodation and comply with any legal obligations, as applicable.
- H. If, for any reason, an accommodation is made that you feel is not effective, you should notify Human Resources.
- I. This policy is intended to provide information regarding how the City will comply with its legal obligation to prohibit discrimination against disabled applicants and employees and to provide reasonable accommodation to those individuals, consistent with applicable law. It is not the intent of this policy to make commitments that exceed the City's legal obligations.

#### 15.10 Other Conflict in the Workplace

- A. The City is committed to maintaining a workplace free of any forms of inappropriate conduct or behavior that are not conducive to a respectful, productive, and healthy work environment.
- B. If an employee believes he or she is being subjected to such inappropriate conduct or behavior in the workplace, and the conduct does not appear to be based upon legally protected status or activity (i.e. Gender, race, religion, union activity, etc), he or she should utilize the following steps:
  - 1) If the conflict is with a fellow employee, the employee should first attempt to discuss the concern with that employee to resolve the problem. If this does not resolve the conflict the employee should discuss the issue with their immediate supervisor. The supervisor may seek assistance from the Human Resources department in resolving the matter if deemed necessary.
  - 2) If the conflict is with a supervisor, the employee should first attempt to discuss the problem with the supervisor before discussing with anyone else. If the employee is not comfortable discussing it directly with the supervisor, the employee should attempt to discuss the matter with the division manager or department director before seeking further assistance.
  - 3) If resolution of the conflict is not achieved through these attempts and further assistance is desired, the employee may request assistance from the Human Resources department.

- 4) If such assistance is requested the employee should prepare a written statement including the facts involved which he/she believes constitute the cause of the conflict, and a statement of the actions or changes he or she believes could resolve the conflict. This written statement should be sufficiently clear to provide a meaningful opportunity for the HR representative to provide assistance. The employee may use the attached "Conflict Resolution Request Form", which is also available on Springboard, for this purpose.
- 5) The HR representative will evaluate the allegations and facts involved with the conflict and will recommend appropriate steps to facilitate resolution. Such recommended steps may include the use of EAP services, facilitated communication between the parties, management and employee counsel, or other corrective intervention as appropriate.
- 6) If upon review of the allegations the HR representative determines that a legally protected status or activity may be involved in the conflict, the matter will be handled in accordance with the applicable sections of this policy.

City of Springfield  
Employee Conflict Resolution Request Form

This form should be completed and submitted to the Human Resources department when assistance is sought in the resolution of any workplace conflict which does not involve a legally protected status or activity. Upon receipt of this request for assistance a Human Resources representative will contact the employee to discuss the problem, and will determine what appropriate steps should be taken to facilitate resolution. If upon review of the allegations the Human Resources representative determines that a legally protected status or activity may be involved in the conflict, the matter will be handled in accordance with the applicable sections of the City Harassment & Discrimination policy.

Date:

Employee Name:

Immediate Supervisor:

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Name of person(s) with whom the conflict exists:

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Describe the nature of the problem, including a clear and concise statement of the facts and /or circumstances you believe have contributed to the conflict. When possible, please include the dates, times, and places of any specific incidents that have occurred (please use additional pages if necessary):

Name(s) of any other employees involved in this conflict, or witnesses to any noted incidents:

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Please describe any actions or changes you believe should occur to resolve this conflict:

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Signature of employee

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Date

## **Confidentiality User Agreement VOLUNTEER/ INTERN**

I understand and hereby agree to abide by the State of Oregon laws, Computerized Criminal History regulations and organizational and department policies regarding the Confidentiality and dissemination of information stored in the City of Springfield and or the Springfield Police Public Safety systems.

This agreement outlines any person associated with the City of Springfield operations must abide by Federal, State and Local laws as well as the City of Springfield policies governing the confidentiality and dissemination of information; and requires the utmost discretion in the sharing of any information which has been given on a confidential basis.

I agree that I will use the data that I have access to through the system only in the performance of my assigned job duties and I will not allow any unauthorized access to the data. I understand that to use it in any other way may be a violation of Oregon Revised Statute 244.040, which prohibits use of government office for personal gain or ORS 162.405-162.425, which prohibits abuse of public office.

I agree I will not release or divulge my personal security password to any person, agency or organization unless required by a direct order from my supervisor. If I release my security password by order of my supervisor, I will notify the Volunteer Coordinator.

I understand if I knowingly fail to adhere to the above requirements, my personal security password will be suspended. I understand that disciplinary and/or criminal action may be taken against me if I violate the confidentiality requirements set forth in this agreement. I understand that the agency maintains a complete record of all inquiries and updates I make to the public safety system for the purpose of enforcing confidentiality.

I agree I will notify my supervisor and the Volunteer Coordinator if I am charged with a felony or Class A, B or C misdemeanor. I understand that if I fail to do so, I may be terminated or removed from my assignment immediately.



## City Policies Acknowledgment Form

I acknowledge that I have received a copy of the following City of Springfield policies and agree to abide by the policies, procedures and expectation.

- Identity Theft Protection Policy
- Computer Use Policy
- Rule 15 EEO & Anti-harassment Policy
- Confidentiality User Agreement
- Vic Net Training – Volunteer Hours
- Identification Badge

I understand it is my responsibility to read these policies in their entirety and to contact Human Resources if I have any questions.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

### Administrative Notes

Parent Permission slip needed  
ID Badge Needed  
Picture Needed  
Data into Volgistics Needed  
CIS Training



## Administrative Regulation 03-11.01 Appearance and Dress

- A) Policy
  - 1) To promote professionalism in the workplace while fostering employee individuality.
- B) Scope
  - 1) This policy is applicable to all employees in all City departments. Certain provisions do not apply if the employee wears a City-provided uniform. Supervisors, Directors, and the Human Resources Department can enforce provisions of this policy.
- C) Definitions
- D) Procedure
  - 1) Public relations are an integral part of each employee's job.
  - 2) During work
    - a) The City of Springfield respects an employee's individuality and the use of common sense in choosing appropriate clothing to be worn during business hours.
    - b) Clothing and general appearance should be appropriate for the job performed, safe, and not distracting to citizens or co-workers. Further, clothing should be clean and in good repair.
      - (i) Each employee should recognize the importance of personal appearance to the professional image of the organization.
      - (ii) Each employee should dress and groom according to the requirements of the position.
  - 3) Off hours
    - a) Even when "off the clock," employees are often recognized as employees of the City and should take precautions that off-the-job conduct does not impair their effectiveness on the job. This is particularly true when employees wear City-branded apparel or clothing likely make the public believe they are affiliated with the City.
  - 4) If an employee's appearance does not conform to the professional image of the City in the opinion of the employee's supervisor or the Human Resources Department, the employee's supervisor may request the employee to return home to change clothing and return to work.
  - 5) Some departments may institute "casual Fridays" (where appropriate). The employee's attire must still conform to the professional image of the City.
- E) Resources
  - 1) Police standard operating procedure (SOP) on dress
  - 2) Fire SOP on dress
  - 3) [Development and Public Works SOP on dress](#)

**Springfield Administrative Regulations**  
**Title 03 – Human Resources**  
**Chapter 11 – Appearance, Conduct, and Ethics**  
**Section 01 – Dress**



F) History

- 1) This Admin Regulation replaces, modifies, or updates "Shorts Policy." In the future, "Edition" in the footer will serve as notice as to what revision of the Regulation is active.

This administrative regulation is in effect as of the date of my signature. I authorize the Human Resource Director to modify the history and resources sections and header, footer, and numbering without my reauthorization. The administrative regulation remains in effect should these revisions occur.

A handwritten signature in blue ink, consisting of a large, stylized 'C' followed by a series of loops and a final flourish.

\_\_\_\_\_  
City Manager's Signature

A handwritten date in blue ink, "12/4/15", written above a horizontal line.

\_\_\_\_\_  
Effective Date