

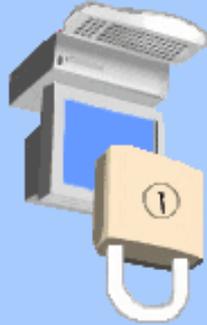
# Welcome to New Employee Orientation



**COUNTY OF SAN LUIS OBISPO  
HUMAN RESOURCES DEPARTMENT**



SAN LUIS OBISPO  
COUNTY OF  
**INFORMATION SECURITY AWARENESS**



KEEP THIS CARD AS A REFERENCE

The County's Information Security Program documents and policies are located on the Intranet at:

[MySLO>Employee Information>Information Security Program](#)

October 2011

### MOBILE COMPUTING ASSETS

Laptops, Tablets, PDAs, SmartPhones and other small computing devices, including flash/thumb drives, present potential for information disclosure.



Here are some guidelines for safely using mobile computers and other small devices:

- \* The logon to your laptop, Tablet, PDA, SmartPhone, or flash drive should be protected with a strong password, and sensitive data stored on these devices should be encrypted.
- \* Take measures to prevent anyone from viewing information displayed on the screen.
- \* Always keep your laptop, Tablet, PDA, Smart-Phone or flash drive under your control to prevent theft.
- \* Follow the instructions provided to you by your department to ensure you are using Mobile devices in a safe and secure manner.

### NON-COMPUTER DEVICES

County information can reside in places other than on your desktop PC. It is also important for you to handle these other sources of information properly.

**Printers.** When printing sensitive information, make sure the printer is in a secure area. Pick up your print-outs promptly.

**Paper.** Do not leave any paperwork containing sensitive information unattended and in sight. All papers that contain sensitive information must be disposed of by shredding or other means.

**Multi-Function Devices.** The County has an increasing number of these (printer/copier/scanner/FAX) devices connected to the network for convenience. These units often come with semi-permanent storage, which means that documents printed, copied, scanned or FAX'd may be stored internally on a disk and should be protected from casual viewing.

### PHYSICAL SECURITY

You have an important role to play in controlling physical access to County computers.

- \* Maintain control of your employee ID, keys and fob.
- \* Report lost ID cards, keys and fobs to your manager.
- \* Follow your department's rules regarding protecting and destroying media, such as CDs, DVDs, hard drives and paper reports.
- \* Make sure no one else can see sensitive information on your screen. "Lock" your screen when you will be gone for a period of time.

### COUNTY IT SECURITY POLICIES

- \* **Acceptable Use Policy** (requires annual employee acknowledgement)
- \* Awareness, Training and Education Policy
- \* Computer Forensics Policy
- \* Hard Copy and Multi-Function Device Security
- \* Incident Response Policy
- \* IT Business Continuity Planning Policy
- \* IT Workforce Security Policy
- \* Master Security Policy
- \* Mobile Computing Asset Encryption Policy
- \* Mobile Computing Asset Policy
- \* Password and Authentication Policy
- \* Patch Management Policy
- \* Physical Security Policy
- \* Privacy and Confidentiality Policy
- \* Remote Access Policy
- \* Security Lifecycle and Audit Policy
- \* Third Party IT Service Organizations Policy
- \* Virus Protection Policy



## ETHICAL USE OF COMPUTERS



### ABOUT THIS BOOKLET

The Countywide Information Security Program covers all County departments. Information security awareness is a vital and key component of this program. Most of the non-technical components of the program are related to a common sense approach of protecting County computing assets. If you will treat County computing assets as if they were your own, the County and its citizens will be well served.

### IT SECURITY KEY POINTS

- \* Never use a County computer for unlawful activities.
- \* Follow County standards for selecting & managing passwords.
- \* Take every precaution to prevent disclosure of your user ID or password to someone else.
- \* Use caution when opening E-mail attachments; this is one way that computer viruses are spread.
- \* Dispose of all media properly so that information is not disclosed. This includes paper documents and CDs/DVDs.



Good computer practices start with understanding and following standards for acceptable conduct. You are responsible for any activity that occurs in your computer account!

- \* Limit personal use of County computers so as not to impact County business or conflict with your job.
- \* Do not use County computers to conduct business for your own personal profit.
- \* County computers may not be used to create, send, or forward harassing or demeaning material to anyone.
- \* County computers may not be used to access information you are not authorized to view.
- \* Do not install/copy software in violation of licensing agreements.

## INTERNET USE



Anything you do on the Internet must withstand public scrutiny. Internet access may NOT be used for any of the following purposes:

- \* Any purpose which violates U.S., State, local laws or County policies and their implementing regulations.
- \* Accessing, creating, transmitting, printing, downloading or soliciting material that may be considered harassing or demeaning toward any group or individual.
- \* Participating in on-line gaming or gambling.
- \* Any illegal matter (including child pornography) or sexually explicit images deemed by community standards to be obscene.

*See the Information Security Program Acceptable Use Policy for more detail.*

## PASSWORDS

The County requires every user to have a valid user ID and password. Passwords are a critical security measure in preventing unauthorized access to County computing assets.

- \* Passwords should be at least six characters long, and contain one numeric, one upper and one lower case character.
- \* Avoid using your name or birthdate, or other personal information or words that can be found in a standard dictionary, as your password.
- \* Never write down or share your password.
- \* Consider a pass-phrase, essentially a password made up of the first letter of each word in a song title or expression, adding numerics.

*See the Information Security Program Password and Authentication Policy for more detail.*

## E-MAIL

E-mail is perhaps one of the most important tools that you use in your job. There are some special rules that apply when using your County provided E-mail:

- \* Remember that E-mail is NOT private.
- \* If you receive E-mail that seems unusual, contact your manager or IT Service Desk (x2800.)
- \* Use caution when opening E-mail attachments, since this is how many computer viruses are spread.
- \* Do not knowingly delete messages identified as related to legal matters or matters that are in litigation.



# 2012 SAN LUIS OBISPO COUNTY EMPLOYEE CALENDAR 2013

July '12						
Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

August '12						
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

September '12						
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

October '12						
Su	M	Tu	W	Th	F	Sa
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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November '12						
Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December '12						
Su	M	Tu	W	Th	F	Sa
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

January '13						
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February '13						
Su	M	Tu	W	Th	F	Sa
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March '13						
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24	25	26	27	28	29	30
31						

April '13						
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21	22	23	24	25	26	27
28	29	30				

May '13						
Su	M	Tu	W	Th	F	Sa
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19	20	21	22	23	24	25
26	27	28	29	30	31	

June '13						
Su	M	Tu	W	Th	F	Sa
						1
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

## HUMAN RESOURCES MISSION STATEMENT

We attract, select, develop, and retain a talented and diverse workforce through strategic collaboration. We provide high quality and cost-effective programs to cultivate a healthy, safe and productive work environment to maximize individual and organizational potential.



 Holiday  
 Payday

# EMPLOYEE UNIVERSITY



## Your Employee University is pleased to announce its **NEW & IMPROVED EU INTRANET SITE!!**

Click here to access links to new, helpful resources!

<http://myslo.intra/EU.htm>

- **University of Laverne** – Start on your path to a Bachelor’s or Master’s degree today! Employees receive tuition discounts! Use the County’s Tuition Reimbursement Program to help cover costs. Information sessions re: Laverne degree programs and financial aid options coming soon....
- **Black Gold Library Link** – Check out audio-books and e-books re: career-building, personal development, teamwork and 1000s of other job-related topics. Manage your library account and more!
- **Employee Assistance Program Classes** – Attend these life-improving classes to assist with stress reduction, work-life balance, managing your finances and more!
- **Other Cool Stuff** – “**Stress Buster**” Relax and reduce your stress by being still and focusing on your breath. Take time away from your desk just for you!



**FEATURED EU LIBRARY RESOURCE:  
“THE POWER OF PERSONAL ACCOUNTABILITY:  
ACHIEVING WHAT MATTERS TO YOU” (ITEM P 251)**



# *Mission Statement of San Luis Obispo County*

*The County's elected  
representatives and employees  
are committed to serve the  
community with pride to enhance  
the economic, environmental and  
social quality of life in  
San Luis Obispo County.*



*WELCOME To  
New Employee Orientation*

County Human Resources  
Department

9/14/2010

1

*Agenda*

- ❖ 8:10 Welcome and introductions!
- ❖ 8:20 HR information
- ❖ 8:50 Getting to Know your County video
- ❖ 9:00 Deferred Comp
- ❖ 9:20 CAO's message
- ❖ 9:30 Information Fair/Break
- ❖ 10:00 Benefits
- ❖ 10:30 Emergency Services
- ❖ 10:50 Safety
- ❖ 11:10 Discrimination & Harassment Prevention
- ❖ 12:00 End

9/14/2010

2



*Introductions*

- ❖ Your name
- ❖ Your department
- ❖ Your hire date
- ❖ Why did you choose SLO County as your employer of choice?

9/14/2010

3

*Topics Covered*

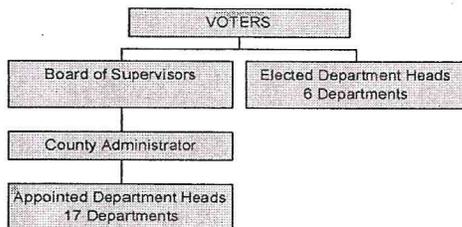
- ❖ What is our role as Human Resources?
- ❖ Civil Service System
  - Commission and Rules
- ❖ Items in your yellow folder
  - Information Security
  - ESS
  - EAP

9/14/2010

4

*Organization*

County of San Luis Obispo



9/14/2010

5

*What is our role as Human Resources?*

- ❖ What do we do?
  - Recruitments
    - YOU were our best candidate for the job!
  - Administer the benefits and worker's comp programs
  - Personnel matters
- ❖ We have a liaison to help us!
  - This is your departmental Payroll Coordinator

9/14/2010

6

### *Civil Service System*

- ❖ Job Opening with a final filing date
  - Completed and sent in application
- ❖ Met minimum qualifications (MQs)
- ❖ Oral Board interview
  - Or was this an exam??
- ❖ Just a little history
  - Arose from the Spoils System in the 1800s
  - “To the victor go the spoils”

9/14/2010

7

### *Civil Service System - cont*

- Congress passed the 1<sup>st</sup> Civil Service enabling act in the late 1800s
  - 1939: California adopted the Civil Service Enabling Act
  - 1975: SLO voted to have a Civil Service system
  - 1976: Civil Service Rules adopted
  - Creation of Civil Service Commission

9/14/2010

8

### *Civil Service Commission*

- ❖ One member appointed by each County Supervisor
- ❖ Meet monthly
- ❖ Meetings open to public
- ❖ Held here on the 2<sup>nd</sup> floor
- ❖ Establish Civil Service Rules
- ❖ Hear grievances and appeals
- ❖ Establish job descriptions
- ❖ “Quasi-Judicial” body

9/14/2010

9

### *Civil Service Rules*

- ❖ Assuring the use of merit principles in employment
- ❖ Rights, responsibilities and procedures
  - Right to be treated fairly
  - Right to receive periodic evaluations
  - Job consideration based on KSAs
  - Right to due process
- ❖ YOU have responsibilities, too
  - Courteous treatment to public and other employees
  - Following departmental rules & policies

9/14/2010

10

### *Yellow Folder Items*

- ❖ Information Security Awareness
  - Internet use & e-mail
- ❖ Employee Self Service (ESS)
  - Change your address
  - Change your W-4 tax withholding
  - Review sick/vacation leave balances
  - Sign up for the “ITS” program
  - View paycheck information

9/14/2010

11

### *Yellow Folder Items (cont)*

- ❖ Employee Assistance Program (EAP)
  - Fully paid by the County (Blue Cross)
  - Confidential
  - What kind of help can you get?
    - Family Concerns
    - Drug/Alcohol
    - Emotional Well-being
    - Financial Questions
    - Legal Issues

9/14/2010

12

*Contact Us!*

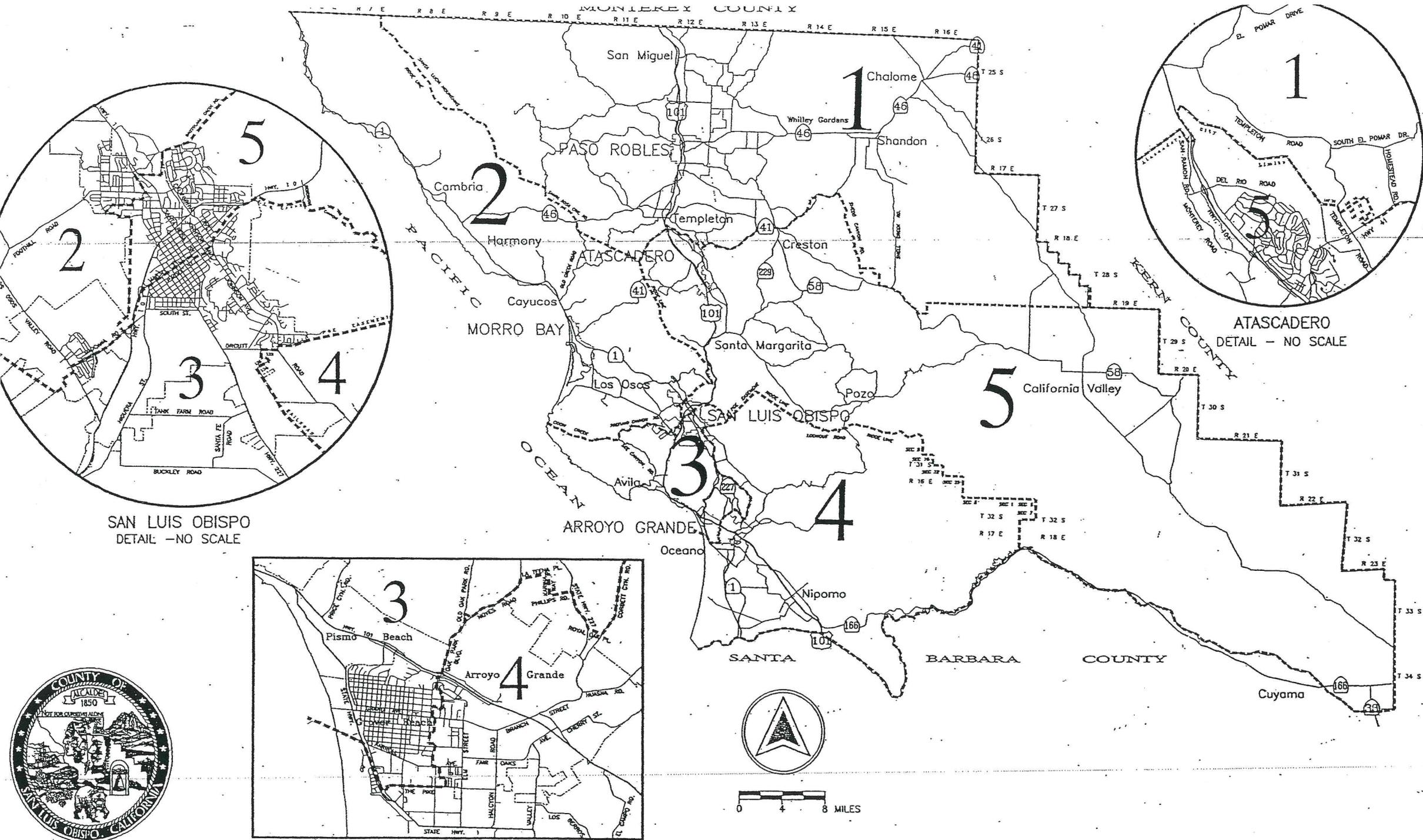


❖ [www.slocounty.ca.gov/hr](http://www.slocounty.ca.gov/hr)

❖ 805-781-5959

9/14/2010

13



SAN LUIS OBISPO  
DETAIL - NO SCALE

ATASCADERO  
DETAIL - NO SCALE

ARROYO GRANDE - PISMO BEACH - GROVER BEACH  
DETAIL - NO SCALE



PREPARED BY  
SAN LUIS OBISPO COUNTY PUBLIC WORKS AND TRANSPORTATION DEPARTMENT  
DECEMBER 2001

# SAN LUIS OBISPO COUNTY 2001 SUPERVISORIAL DISTRICTS

## Mission Statement

The County Office of Emergency Services is committed to serving the public before, during and after times of emergency by promoting effective coordination between agencies, and encouraging preparedness of the public and organizations involved in emergency response.

**San Luis Obispo County  
Office of Emergency Services  
(OES)**

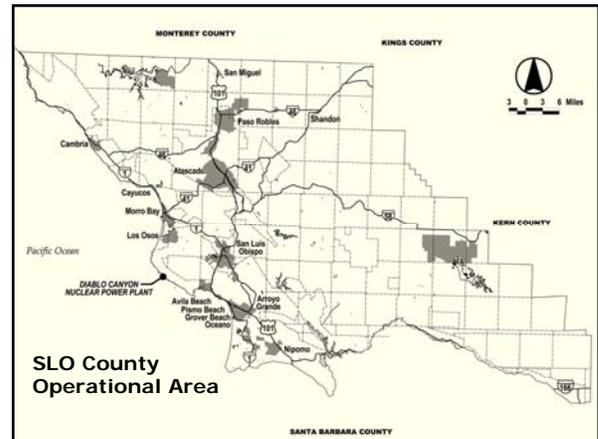
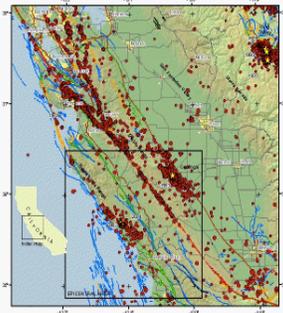
## Emergency Management in San Luis Obispo County

- What threats do we face?
- How does the system work?



## What might happen?

- Earthquakes
- Tsunami
- Wildland or Urban Fires
- Hazardous Materials
- Dam Failure
- Flooding, Winter Storms
- Nuclear Power Plant
- And more.....



## An "Operational Area" consists of:

- All local governments within the geographical boundary of the county:
  - County Government
  - Seven Cities
  - Special districts
  - School districts (coordinated through the County Office of Education)



## Emergency Response Plans

- Earthquakes
- Dam failure
- Tsunami
- Fire Response (Wildland)
- Nuclear Power Plant
- Hazardous Materials
- Mutual aid...and much more



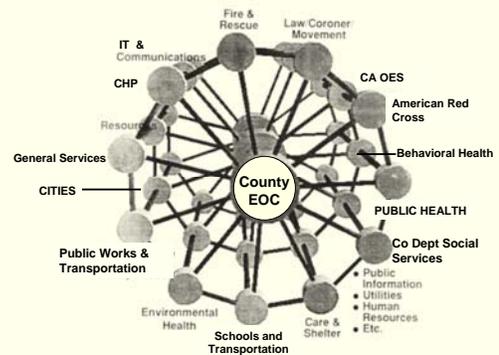
## Why do I need to know this?

- By State law, all CA public agency employees are “Disaster Service Workers”
- San Luis Obispo County Codes states “All officers and employees of this county .... Shall constitute the emergency organization of this county” (County Code 2.80.110)

## DISASTER SERVICES WORKER

- What does that mean?
  - YOU are a Valuable Resource!
- What Assignments will I be Given?
  - Role may be defined, or it may not

## Now the “How it Works” part .... Op Area EOC Coordination



## EMERGENCY OPERATIONS

- STANDARD EMERGENCY MANAGEMENT SYSTEMS (SEMS)
  - Common Communication and Management system during a disaster
- NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)
  - Provides a Template for the Management of an Incident
- INCIDENT COMMAND SYSTEM (ICS)
  - Systematic Tool used for the Command, Control & Coordination of the Emergency Response

## Have a Family Emergency Plan



Where to find additional information....

[www.ready.gov](http://www.ready.gov)



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



[www.facebook.com/SLOCountyOES](https://www.facebook.com/SLOCountyOES)



**Community Emergency Response Team:**

**CERT:** <http://www.slocity.org/fire/cert.asp>

**805-781-7399**

**Family Plan:** <http://www.72hours.org>

**Information:** <http://www.calema.ca.gov/>

**SLO County OES: 805-781-5011**

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

## County of San Luis Obispo

### Employee Safety

## County's Safety Philosophy



- *We value our employees' and clients' health, safety and security.*
- *Safety is a shared responsibility.*
- *Accident Prevention is preferred over Incident Investigation.*

### So, The County Will

---

- Provide healthy, safe, and secure County work environments.
- Promote Safety
  - Awareness
  - Attitude
  - Accountability
- We DO safety, not just talk about it.

### Get Up!

- Been Sitting Awhile?
- Will you be doing a "DESK JOB"?
- Workstation setup is important.
- Periodic 'stretch breaks' are your third safety assignment.
  - (first assignment is to read/ listen to the safety information pertinent to your job)

### The Law

---

- The Occupational Health and Safety Administration (OSHA) has laid down the law:
  - Each employer shall furnish to each of his employees employment and a place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm to his employees. (OSH Act 1970 section 5(a))

### OSHA Also said ...

---

- Each EMPLOYEE shall comply with occupational safety and health standards and all rules, regulations, and orders issued pursuant to this act which are applicable to his own actions and conduct. (OSH Act 1970 section 5(b))

California provides even greater worker protection:

---

- o CalOSHA says, (among other things):
- o Every employer shall establish an Injury & Illness Prevention Program, including a system for ensuring that employees comply with safe and healthy work practices. (Title 8 CCR section 3203(a)(2))
- o Translated – We are not allowed to let you work unsafely.

## Safety in SLO County

- Safety Commission
- Safety Officer
- Department Heads
- Supervisors
- You

## Safety Tools

---

- o Safety Website
- o Safety Modules
- o Periodic Training
- o Safety Programs - IIPP
- o Hazard ID forms
- o Job Safety Analyses (JSAs)
- o Safety Reps
- o Safety Officer

## Safety Website

---

- o Policies and Responsibilities
- o County-wide Safety Programs
- o County Safety Metrics
- o Your Department's Safety Page
- o Safety Committee Membership
- o Forms
- o Links to regulations

## Our Responsibility to You

---

- o Promote a pro-safety work environment
- o Create written safety programs
- o Evaluate the workplace for hazards on an ongoing basis.
- o Mitigate identified hazards
- o Provide appropriate Personal Protective Equipment (PPE) at no cost to employees.
- o Always seek to improve.

## Your Responsibility to You (and your co-workers)

---

- o Be aware of potential hazards
- o Learn safe procedures for completing the job
- o Follow the protocols
- o Use the tools and PPE provided
- o Advise us of new hazards
- o Stop unsafe work

A couple of program specifics...  
Emergency Preparedness

- ▲ Emergency Action Plan
  - Site Specific
- ▲ Emergency Preparedness Kits
- ▲ Training and Drills



**Questions?**



**Contact Us**

- County Safety Website
  - Type 'slocounty/safety' in internet address box (no http or www needed)
  - Click "Ask the Safety Officer"
- County Safety Officer
  - 781-5092 or jschwind@co.slo.ca.us
- Safety Commission Chairperson
  - Denis Philbin, 781-5203 or dphilbin@co.slo.ca.us
- Your Safety Commission Representative
  - See list on Safety Website
- Human Resources
  - Ask for Bonnie Scott, 781-4301 or bscott@co.slo.ca.us



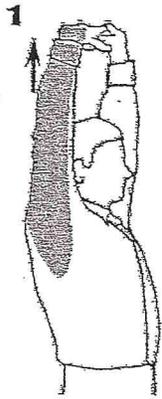
# Online Stretches

1 minute

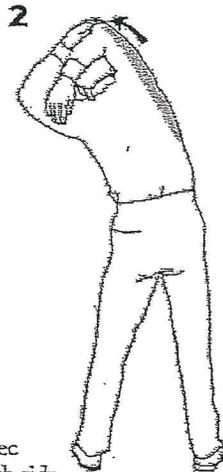
No matter how fast your modem, you're always waiting for something to load while online. (This will probably never change, for even as modems get faster and faster, files get larger and larger.) These stretches are for your upper body, especially neck, shoulders, and wrists.

- Whenever you are reading online, and not using the keyboard or mouse, you can do upper body stretches using both arms.
- After you follow this program a few times, you'll know these stretches by heart; thereafter do them frequently while online.
- Stretches 1-6 are a special routine. See pages 10 to 13 for details.

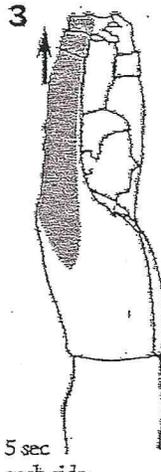
*If there isn't time to do them all at one time, break the routine into short combinations: 1, 2, 3 or 4, 5, 6 or 7, 8.*



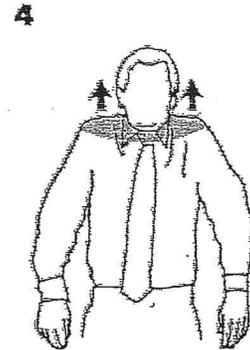
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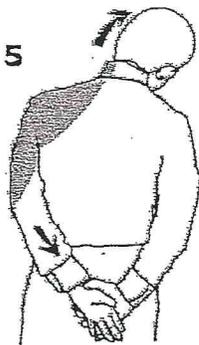
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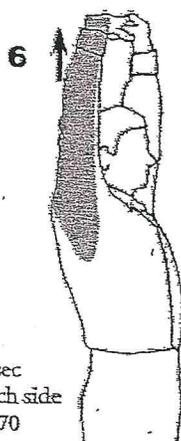
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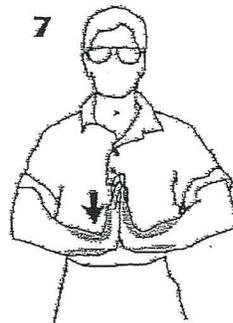
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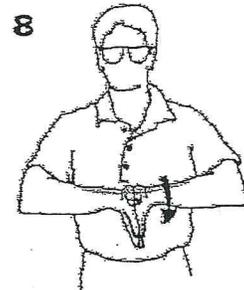
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# COUNTY OF SAN LUIS OBISPO

Administrative Office  
Room 370 County Government Center, San Luis Obispo, CA 93408  
Telephone: (805) 781-5011

# EMPLOYEE HAZARD REPORT

PLEASE DO NOT LEAVE ANY BLANKS AND PRESS HARD WHEN COMPLETING TO  
ASSURE LEGIBILITY OF ALL THREE COPIES

TO: \_\_\_\_\_ DEPARTMENT/DIVISION: \_\_\_\_\_

I WOULD LIKE TO REPORT WHAT I BELIEVE TO BE A HAZARD THAT COULD CAUSE EMPLOYEE  
INJURY/ILLNESS/DEATH, DAMAGE TO COUNTY PROPERTY, OR INJURY/ACCIDENT TO A PUBLIC PATRON ON  
COUNTY PROPERTY.

THAT HAZARD IS: (Describe the hazard in detail, including exact location. Use additional page if necessary.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I SUGGEST THE FOLLOWING CORRECTIVE ACTION: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

GIVE COMPLETE SET (WHITE, YELLOW AND PINK) TO YOUR SUPERVISOR.

EMPLOYEE (Type or Print)	SIGNATURE	DATE REPORT PREPARED
--------------------------	-----------	----------------------

(For Supervisor Use Only)

RECORD YOUR ANALYSIS AND/OR CORRECTIVE ACTION TAKEN WITHIN 5 WORKDAYS \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SUPERVISOR (Type or Print)	SUPERVISOR'S SIGNATURE	TITLE
----------------------------	------------------------	-------







A Guide for Avoiding . . .

*Discrimination*

*and Harassment*

*In the Workplace*

Personnel Department  
San Luis Obispo County  
805.781.5959



**A GUIDE FOR AVOIDING  
DISCRIMINATION AND HARASSMENT IN THE WORKPLACE**

**TABLE OF CONTENTS**

INTRODUCTION .....	1
EQUAL EMPLOYMENT OPPORTUNITY COMMISSION: GUIDELINES ON DISCRIMINATION/ HARASSMENT .....	2
CALIFORNIA STATE DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING REGULATIONS .....	4
SAN LUIS OBISPO COUNTY POLICY AGAINST DISCRIMINATORY HARASSMENT .....	5
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# **DISCRIMINATION AND HARASSMENT IN THE WORKPLACE**

## **INTRODUCTION**

It is the policy of the County of San Luis Obispo that discrimination including sexual harassment is unacceptable conduct in the workplace and will not be condoned. Personnel and/or clients shall be free from being victimized by this type of conduct.

Within the County of San Luis Obispo, an employee who uses implicit or explicit coercive sexual or discriminatory behavior to control, influence, or affect the career, salary, job or appointment of any employee, contractors, or awarding of contracts, clients, or potential clients is engaging in illegal harassment. County policy prohibits derogatory comments, written or visual insults made on the basis of an individual's race, religion, national origin, marital status, disability, age, sex or sexual orientation. Any employee who participates in deliberate or unsolicited verbal comments, gestures, or conduct of a discriminatory nature which is unwelcome and/or interferes in work productivity is considered in violation of this policy.

Harassment is employee misconduct which undermines the integrity of the employment relationship and the employee upon whom it is practiced. All employees must be allowed to work in an environment free from discrimination and unsolicited and unwelcome sexual overtones. Discrimination and harassment debilitate morale and interfere with the work productivity of the County work force.

This training is designed to increase awareness of the laws surrounding the issues of discrimination and harassment. We will identify the kinds of situations that can move work relationships into the realm of discrimination or harassment; and we will explore the skills needed to both recognize and deal most appropriately with the conflict brought into the workplace by overt and subtle discriminatory harassment.

Harassment is a serious issue and needs to be acknowledged as such. Everyone deserves the right to work in an environment free from any type of discrimination or harassment, where respect for individuals is encouraged and safeguarded.

## **EQUAL EMPLOYMENT OPPORTUNITY COMMISSION: GUIDELINES ON DISCRIMINATION/ HARASSMENT**

Chapter 49.60 RCW, particularly discrimination on the basis of sex.  
Section 703, Title VII of the Civil Rights Act of 1964 (as amended in 1972).  
29 CFR Ch XIV, '1604.11, Sexual Harassment.

- a) Harassment on the basis of sex is a violation of Sec. 703 of Title VII.<sup>1</sup> Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) 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.
  
- b) In determining whether alleged conduct constitutes sexual harassment, the Commission will look at the record as a whole and at the totality of the circumstances, such as the nature of the sexual advances and the context in which the alleged incidents occurred. The determination of the legality of a particular action will be made from the facts, on a case by case basis.
  
- c) Apply general Title VII principles, an employer, employment agency, joint apprenticeship committee, or labor organization (hereinafter collectively referred to as "employer") is responsible for its acts and those of its agents and supervisory employees with respect to sexual harassment regardless of whether the specific acts complained of were authorized or even forbidden by the employer and regardless of whether the employer knew or should have known of their occurrence. The Commission will examine the circumstances of the particular employment relationship and the job functions performed by the individual in determining whether an individual acts in either a supervisory or agency capacity.
  
- d) With respect to conduct between fellow employees, an employer is responsible for acts of sexual harassment in the workplace where the employer (or its agents or supervisory employees) knows or should have known of the conduct, unless it can show that it took immediate and appropriate corrective action.
  
- e) An employer may also be responsible for the acts of non-employees, with respect to sexual harassment of employees in the workplace, where the employer (or its agents or supervisory employees) knows or should have known of the conduct and fails to take immediate and appropriate corrective action. In reviewing these cases the Commission will consider the extent of the employer's control and any other legal responsibility which the employer may have with respect to the conduct of such non-employees.

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<sup>1</sup>The principles involved here continue to apply to race, color, religion, or national origin.

f) Prevention is the best tool for the elimination of sexual harassment. An employer should take all steps necessary to prevent sexual harassment from occurring, such as affirmatively raising the subject, expressing strong disapproval, developing appropriate sanctions, informing employees of their right to raise and how to raise the issue of harassment under Title VII, and developing methods to sensitize all concerned.

g) Other related practices: Where employment opportunities or benefits are granted because of an individual's submission to the employer's sexual advances or requests for sexual favors, the employer may be held liable for unlawful sex discrimination against other persons who were qualified for, but denied that employment opportunity or benefit.

**CALIFORNIA STATE DEPARTMENT OF FAIR EMPLOYMENT  
AND HOUSING REGULATIONS**

7287.6 Term, Conditions, and Privileges of Employment

- (b) Harassment
  - (A) Verbal harassment, e.g., epithets, derogatory comments or slurs on a basis enumerated in the Act;
  - (B) Physical harassment, e.g., assault, impeding or blocking movement, when directed at an individual on a basis enumerated in the Act;
  - (C) Visual forms of harassment, e.g., derogatory posters, cartoons, or drawings on a basis enumerated in the Act: or
  - (D) Sexual favors, e.g., unwanted sexual advances which condition an employment benefit upon an exchange of sexual favors (See also Section 7291.1(f)(1).)
  - (E) In applying this subsection, the rights of free speech and association shall be accommodated consistently with the intent of this subsection.
- (2) Harassment of an applicant or employee by an employer or other covered entity, its agents, or supervisors is unlawful.
- (3) Harassment of an applicant or employee by an employee other than those listed in Subsection (b)(2) above is unlawful if the employer or other covered entity, its agents or supervisors knows of such conduct and fails to take immediate and appropriate corrective action. Proof of such knowledge may be direct or circumstantial. If the employer or other covered entity, its agents or supervisors did not know but should have known of the harassment, knowledge shall be imputed unless the employer or other covered entity can establish that it took reasonable steps to prevent harassment from occurring. Such steps may include affirmatively raising the subject of harassment, expressing strong disapproval, developing appropriate sanctions, informing employees of their right to raise the issue of harassment under California law, and developing methods to sensitize all concerned.
- (4) An employee who has been harassed on the job by a co-employee should inform the employer or other covered entity of the aggrievement; however, an employee's failure to give such notice is not an affirmative defense.

## San Luis Obispo County Policy Against Discriminatory Harassment

It is the policy of San Luis Obispo County that all employees shall have a working environment free of unlawful discrimination. A businesslike workplace assures courteous treatment for both employees and the public we serve. Harassment of an applicant or employee by a supervisor, manager or coworker on the basis of race, religion, national origin, marital status, disability, age, sex or sexual orientation is employee misconduct that constitutes illegal discrimination and is grounds for disciplinary action up to and including termination. San Luis Obispo County requires that all employees treat the public and other employees with courtesy and respect.

Discriminatory Harassment: Includes unwelcome derogatory comments, physical acts, written or visual insults which are made on the basis of an employee's protected status (race, religion, etc.) The harassing conduct unreasonably interferes with an employee's work performance by creating an intimidating, hostile or offensive working environment.

Sexual Harassment: Includes unwelcome sexual overtures by any officer, employee, supervisor or manager, whether written, verbal, physical or visual where submission is made a term or condition of employment or the basis of an employment decision. Sexually harassing conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment.

**Because the County seeks to prevent any form of illegal harassment, behavior such as unnecessary touching, sexual or discriminatory remarks or joking, which may lead to illegal harassment, will not be tolerated.**

Often, simply telling someone of the offensive nature of his/her behavior will resolve the problem. If possible, an employee should inform the harasser that his/her behavior is unwelcome, offensive, in poor taste, and highly inappropriate. An employee who wishes to seek advice is encouraged to contact the County's Affirmative Action Office at telephone number (805) 781-5959. Confidential advice is also available from the County's Employee Assistance Program at telephone number (800) 999-7222.

When an employee's efforts to resolve the discriminatory harassment concern are unsuccessful, or when an employee feels uncomfortable or threatened in raising the issue with the harasser, the employee is urged to:

1. Advise, in writing, closest level supervisor not a part of the problem, the department's Harassment Prevention Coordinator, or departmental personnel staff of the situation and/or
2. Make a complaint to the Personnel Department, which will be investigated with the appointing authority.

**Please note: It is the policy of the County to investigate all allegations of discriminatory harassment, including those in which anonymity is requested. Departmental supervisors, managers, personnel staff or Harassment Prevention Coordinators who receive complaints of discriminatory harassment including sexual harassment must document the complaint and advise the Personnel Department. At that time, a determination will be made by the**

**Personnel Department in conjunction with the Department regarding an investigation into the alleged discriminatory harassment. The Personnel Department will ensure that allegations of discriminatory/illegal harassment are investigated. All departments must report to the Personnel Director the number and type of discriminatory harassment complaints received, the parties involved, the result of any investigation, and the action taken.**

Further, every employee has the right to use the formal written grievance procedures of the Civil Service Commission. The Personnel Department Affirmative Action Officer (extension 5959) is available to discuss inquiries, formal and informal complaints and appropriate solutions.

Employees are also advised that state and federal enforcement agencies are available to provide protection to victims of discriminatory harassment. Those agencies are cited below:

<u>Agency:</u>	<u>Telephone No.</u>
State of California Fair Employment and Housing (Ventura Office)	(800) 884-1684
United States Equal Employment Opportunities Commission (Los Angeles Office)	(800) 669-4000

P:\Administration\Harassment\SLO County Policy Against Discrimin Harass.doc)

## SEXUAL HARASSMENT DEFINITIONS/BEHAVIOR

### SEXUAL HARASSING BEHAVIOR MAY INCLUDE:

- subtle pressure for sexual activity
- sexual remarks regarding clothing, body or sexual activities
- actual or attempted rape or sexual assault
- unnecessary touching, patting, leaning over, cornering or pinching
- leering or ogling of a person's body
- constant brushing against a person's body
- sexually suggestive gestures
- verbal abuse or harassment
- pressure for dates either off or during working hours
- sexual jokes, remarks, or teasing
- where employment opportunities or benefits are granted or promised due to an individual's submission to the employer's sexual advances
- a pattern of consistent unequal treatment that would not occur but for the person's sex or gender
- conduct of **non-employees** if the employer knew or should have known of the harassment, failed to take corrective action and had some control and/or legal responsibility for the conduct of the offending non-employees

### 3 BASIC FORMS OF SEXUAL HARASSMENT:

1. **Offers of employment rewards for sexual favors, including threats of employment punishment if sexual activities are not engaged in--also termed "quid pro quo" harassment.**
2. **Creating an intimidating, hostile, threatening and/or offensive work environment through verbal acts, physical acts and graphic displays which interfere with an individual's job performance.**
3. **Retaliation against an employee for submitting complaints of alleged sexual harassment.**

## VICTIMS - TYPE OF RESPONSES - ACTIONS VICTIMS CAN TAKE

### TYPES OF RESPONSES THAT APPEAR OPEN TO THE VICTIM OF HARASSMENT:

Ignore it.

Avoid the harasser.

Make a joke of it.

Go along with it.

Transfer out of the department or office.

Ask the harasser to stop.

Threaten to and/or actually tell your co-worker.

Report harassing behavior to supervisor, or County Personnel Department.

File a formal complaint with the EEOC or DFEH.

### REASONS WHY VICTIMS DO NOT TAKE ACTION AGAINST HARASSERS:

They are not aware of their right not to be harassed.

They are not aware of what action to take, i.e., departmental policies and procedures.

They see no need to report it.

They don't want to hurt the person who bothered/harassed them.

They think that it wouldn't be worth their time.

They believe that nothing would be done anyway.

They believe that it would be held against them and that somehow they would be punished.

They think they would be blamed for the incident.

They think that it would cause problems for others to become involved.

They fear the publicity that a complaint may cause.

They believe that it would affect the entire work environment in a negative fashion.

They believe that they would lose their job; receive a bad evaluation or no recommendation in the future.

### **ACTIONS VICTIMS MAY TAKE . . .**

- 1) **Confront the harasser(s)** directly (in person) or by letter (hand delivered with a witness present) clearly indicating that you want the specified harassing behavior to stop in a polite and firmly stated manner. State how you feel about his/her actions; intimidated, offended, uncomfortable, etc. If practical, bring a witness with you for this discussion. Let the harasser know that you will take further action if it does not stop. **Discuss the incident or situation with a trusted co-worker (or other victims).**
- 2) **Document the incident(s).** Include: date(s); time(s); place(s); the precise harassing behavior(s) (using objective behavior description) listing witnesses; and the physical and emotional effect it had on you, especially your ability to perform your job, as well as a synopsis of the conversation with the person you believe is harassing you and what the person's reaction was when you confronted them. Keep this statement for possible use at a later time.
- 3) **Report the incident to your supervisor immediately.** Discuss with your supervisor what happened, when it happened, how it happened, and how you felt at the time and how you feel about it now. Provide as much detail as you can, including the steps you have taken thus far.
- 4) **Document all attempts to make the harassment stop,** keeping photocopies of letters or memos.
- 5) **Attempt to remedy the situation** through internal procedures and channels, recognizing that you have recourse to outside assistance if necessary. If after what you consider to be a reasonable length of time (such as 30 days) inadequate action is being taken to resolve your complaint, or if there are continued sexual harassment incidents, contact the Personnel Department to continue the process as set forth in the Personnel Guidelines, policies and procedures. If after doing this you are still dissatisfied, you can seek redress with the federal or state EEOC district office or the California State Department of Fair Employment and Housing.

## THE SUPERVISOR'S ROLE IN HANDLING CASES OF DISCRIMINATION, INCLUDING SEXUAL HARASSMENT

NOTE: Supervisors should first of all be aware that under California law, employers are strictly liable for sexual harassment by supervisors.

- 1) Know the County's Personnel Policies on Affirmative Action - Discrimination and the recommended procedures for handling such complaints.
- 2) Know the EEOC and DFEH regulations which pertain to discrimination and harassment. Consult with your Affirmative Action Officer.
- 3) If you receive a complaint, proceed with the following steps at the initial contact with the complainant:

Calm the employee.

Assure the employee that you are taking the matter seriously.

Maintain objectivity while discussing the following:

What happened?

Who is the alleged harasser?

What happened? (Note: For clarity it will be important to get behavior described in specific terms, e.g., body movement, language, and action taken. A description such as: "awful things were said to me," is not clear. A better description would be to use specific language, number of times spoken, etc. Objective terms rather than subjective. You will also be following up on subjective feelings a few steps later.)

Where did the incident take place?

When did the incident take place?

How was your work affected?

Is this the only incident, or have there been others?

What did you do?

What were your feelings then? Now?

Did you talk to anyone else about it?

Did you document the incident in writing; in a diary, memo, or a letter?

What remedy do you suggest? Immediately? In the future?

Tell the complainant what you intend to do and when you will get back to him/her.

Document and date your discussion with the complainant.

- 4) Promptly bring to the alleged harasser's attention that a complaint has been made against him/her. Be clear that you are responding to **an allegation** and that you want to hear his/her side of the story. Explain the specific nature of the complaint in terms of precise behavior. Get their side of the story without the complainant being present. Listen attentively as the alleged harasser talks. Be sensitive to the difficult feelings involved.

Make every effort to discuss the matter in a non-accusatory and non-dismissive manner--this is a serious matter. Remain non-judgmental. Document your interaction. Advise him/her you intend to bring both persons together so the entire issue can be discussed in an objective manner. Some suggested questions:

Describe your interaction with the alleged victim.

Do you think you have ever done anything that might have caused the alleged victim to feel offended?

To what degree do you think you use discriminatory language, innuendo, jokes, or other mannerisms in the work setting?

- 5) If the allegations are true, if the employee admits to behaving in the manner complained of, then proceed with . . .

Inform the employee that the behavior is unwelcome and must stop.

Remind the employee of the organization's policies prohibiting discrimination in the workplace.

Advise the employee that disciplinary action will be taken if the behavior continues or if any reprisals are made against the complaining party or parties.

Document the conversation, the action taken, any agreements.

Advise the complainant of the actions taken to resolve the complaint.

Remind the complainant of his/her rights and the procedure for prosecuting the complaint further if not satisfied with the resolution reported.

Urge the complainant to report to you immediately if there is any repetition of the problem behavior or if reprisals occur.

- 6) If the alleged harasser denies the allegation, and there is no witness nor corroborating evidence, advise the employee that a formal or informal investigation will be necessary to properly resolve the complaint.
- 7) Assure the complainant that you will do everything possible to prevent any reprisals that may be attempted against her/him and that you will monitor the situation to insure this.
- 8) Maintain confidentiality and continue to document the essential facts that come out in the investigation process. If your investigation cannot proceed without disclosing the complainant's identity, maintain confidentiality and consult with the Personnel Department.
- 9) Upon knowledge of (alleged) discriminatory acts of harassment **ACTION MUST BE TAKEN - IMMEDIATE APPROPRIATE, CORRECTIVE ACTION**, which may take the form of reporting it to the Personnel Department.
- 10) Some questions to consider:

Is the charge true? Can the charge be verified? What steps need to be taken to restore the victim's position, self-esteem, credibility, or privileges? If the charge is false, take appropriate corrective action. Consult with your manager or Personnel.

Merely accepting an employee's denial is not sufficient. If a complaint has been brought against a person and s/he denies the charges, the behavior should be judged by checking with other employees to confirm or deny the complainant's grievance. Since the harassment may be committed in private, when other employees are not around, extreme tact and diplomacy has to be used when handling the investigation. If assistance is needed, call the Personnel Department.

**Follow-up.** Observe and monitor interaction between the victim and the harasser. Be available for -- or initiate -- conversation with the victim regarding her/his feelings, behavior change, work performance, interaction with co-workers. Be sensitive to the possible informal reprisals that could be directed toward the victim.

**Considering the Alleged Harasser.** Before corrective action is determined, consider the following: Is the alleged harasser innocent or guilty? If innocent, what needs to be done to maintain or restore his/her credibility? If guilty, how severe was the harassment as indicated by the impact on the victim, department, and harasser? Were other policies violated? When? Was the violation intentional or unintentional? Was the harasser aware of the policy? How cooperative/truthful was the harasser when confronted? Were there other victims? What was the involvement or level of knowledge of the rest of the office? Do you need to consult with the Personnel Department regarding this incident? What corrective action is appropriate? Have you used all appropriate measures available in resolving this issue? Monitor the harasser's behavior, in the case of the alleged harasser being found innocent; be supportive of this person with others in the workplace.

Once again, briefly - - -

1. Create and maintain a proper work atmosphere within your area of responsibility.
2. Be alert and sensitive to possible acts of discriminatory harassment situations or potentially offensive behavior within your work unit.
3. Be accessible to employees within your area of responsibility who feel they are victims of discrimination.
4. View ALL employee complaints of discrimination as serious. Follow the County Personnel policies and procedures on reporting, and investigating. Never make light of a complaint.

**REMEMBER: AN EMPLOYEE'S COMPLAINT TO A MANAGER  
OR SUPERVISOR CAN CONSTITUTE LEGAL NOTIFICATION.**

5. Treat confidentially all employee complaints. "Loose talk" or unauthorized discussions of the complaint can injure the reputation of an innocent person.
6. Protect yourself. False charges of discrimination have been known to be filed by disgruntled employees whose work performance or attendance is unsatisfactory. Avoid being alone with such employees, if possible. Keep appropriate records of work performance. Alert the Personnel Department, in advance, to the possibility of a problem.

## **SOME HELPFUL INVESTIGATIVE QUESTIONS TO ASK TOWARDS RESOLVING A SITUATION**

- 1) What happened?
- 2) Who was involved?
- 3) What was the incident?
- 4) Where did the incident take place?
- 5) When did the incident take place?
- 6) Did anyone else witness the incident?
- 7) Is this the only incident, or have there been others?
- 8) If the incident is a pattern of conduct, not of a sexual nature, tell me how this conduct is based solely on your sex?
- 9) What did you do?
- 10) What were your feelings at the time of the incident?
- 11) What are your feelings now?
- 12) Did you talk to anyone else about the incident?
- 13) Does the harasser(s) have a history of harassing others?
- 14) Did you document the incident (diary, memo, letter)?
- 15) What remedy was sought (if any)? Immediately? In the future?
- 16) What could have been done to prevent it from developing?
- 17) What could have been done at various points in the progression of events to stop the harassment? By you? By the department? By your supervisor?
- 18) In what ways can the situation be resolved right now?

(These same steps are recommended for all types of discrimination or harassment.)

## EMPLOYEE RESPONSIBILITIES

1. **Understand.** Know the County's policy and procedures on discrimination and harassment. Know the three main components of the EEOC guidelines on sexual harassment. Become aware of your own attitudes and feelings regarding harassment. Become aware of how this issue has touched your life, directly or indirectly.
2. **Observe.** Be conscious of what goes on around you. Pay attention to the way people interact and be sensitive to the way in which those who are more vulnerable may react to the behaviors of others. Watch for the more subtle forms of harassment and how they may negatively affect the workplace and self-esteem of those in your work environment.
3. **Look at yourself.** Pay attention to how others respond to what you say and do. Don't assume that your co-workers or employees enjoy comments about their appearance, hearing sexually-oriented or derogatory racial jokes or comments. Think about the impact of what you do and say on another person's attitude toward work, job performance, and self-esteem. Talk to your spouse, family members, and close friends about experiences they might have had with discrimination and harassment. As people describe the vulnerability, powerlessness, or anger they experienced as victims, relate those feelings to experiences you have had. Consider your own interactions. You may be unknowingly encouraging harassment by the way you communicate. Don't encourage harassment by the way you communicate. Don't encourage harassers by smiling, laughing at their jokes, joining in, or "flirting back." This type of response can be misleading.
4. **Confront.** When you are harassed, talk to the harasser. Tell him/her that you find the behavior offensive. Describe how the harassment negatively affects your work.

Say things like:

"Please don't touch me. I don't like it. It makes me uncomfortable and then I make mistakes."

"I don't think jokes like that are funny. Please don't tell them when I am in the room."

"I'd like it a lot better if you'd comment on the quality of my work rather than the way I look."

"My name is \_\_\_\_\_, not 'Honey.'"

5. **Report the incident to your supervisor.**

6. **Support.** When you see someone being harassed, talk to the harasser. Comment such as:

"Do you have any idea how much your jokes upset \_\_\_\_\_?"

"S/he really has a hard time concentrating on work because s/he's embarrassed by the things you say."

"What makes you think you've got the right to touch him/her like that? That kind of

familiarity is really out of line for our office. That's not acceptable."

"If you said that kind of stuff to me, I'd go straight to the boss. Do you have any idea how it feels to hear that sort of thing?"

Give support to victims. Say things like:

"I'd be really angry (offended, embarrassed) if s/he did that sort of thing to me.

Do you want to talk about it?"

"If you get to the point of wanting to complain about it, let me know. I've seen enough to know how s/he really interferes with your work."

If the case is investigated, support the victim with your observations.

I HAVE ATTENDED THE  
NEW EMPLOYEE ORIENTATION/  
DISCRIMINATION & HARASSMENT PREVENTION  
CLASS  
PRESENTED BY THE  
HUMAN RESOURCES DEPARTMENT.

---

PRINT NAME

---

DATE

---

SIGNATURE



# County of San Luis Obispo

## Vision Statement & Communitywide Results



A Safe Community



A Healthy Community



A Livable Community



A Prosperous Community



A Well-Governed Community

## MISSION

The County's elected representatives and employees are committed to serve the community with pride to enhance the economic, environmental and social quality of life in San Luis Obispo County

## Organizational Values

Integrity

Collaboration

Professionalism

Accountability

Responsiveness

# Enterprise Financial System (EFS) Help and Training Resources

## ○ From *mySLO Information Exchange*

- Click the Assistance menu item **Assistance**
- Select EFS/SAP Website **EFS/SAP Website**
  - Find the latest training information including on-line training
  - Access the *Getting Started with Employee Self Service* pamphlet for help with timesheet, withholding, leave balances and more.
  - Use the *Forms I Need* section for templates, memos and work instructions
  - Get tips and tricks in the EFS Blog

## ○ From Your Timesheet

- Click the Help menu item **Help**
- Select Help or Employee Self-Service Guide

## ○ From SAP

- Click the Help menu item **Help**
- Select Sloco Help Setup
  - Make sure your Help Server is set to PITEFS01
  - Click the green check
- Click the Help menu item **Help**
- Select Sloco Help

## ○ Countywide Technical Support

- Phone 788-2800
- Email: Tech\_Support

## ○ EFS Training Coordinator – Kerry Bailey

- Phone 788-2979
- Email: kbailey@co.slo.ca.us



### 1. Go to Course Registration System

1. Open Internet Explorer.
2. Type CRS in the Address field.
3. Press the Enter key on your keyboard.

### Log in for the First Time

Your username and password are the same that you use to log on to your computer for the first time each day.



1. Click My Account at the top of the window.
2. Type your username in the Username field.
3. Type your Windows password in the Password field.
4. Click 
5. The first time you log on, you will need to complete your profile. Additional information, such as department, supervisor, email address and your phone number are required.
6. When finished with your profile, click Submit.
7. You will see a summary screen, click on 'click here' to sign up for a class.

Welcome personnel Admin.

You are presently registered in [0 courses](#).

To sign up for a class [click here](#).  
[Change your personal settings](#)



### 2. Register for a Course

1. Click the categories at the bottom of the Home Page to view the courses available by topic. Some topics will have sub-categories that you can select from.
2. Once you see a course listing, click the  button next to the course you would like to attend. The system will add it to your request list on the left side of the screen.
3. When you are through selecting courses, click the  button on the left side. You will see a list of the courses and times that you have selected.
4. Click  to finalize your registration. The system will display your course confirmation and a copy will be sent to you in Lotus Notes.
5. Review your Lotus Notes email. It will contain an attachment that creates a Lotus Notes Calendar Event and may have attachments and instructions for course prework.

Note

**You must complete ALL steps above to register for a course.**

### 3. Add the Course to your Lotus Notes Calendar

1. Open the confirmation email in Lotus Notes.
2. Double-click the attachment ending with .ics.
3. Click the Open button on the Attachment window.
4. Click the Import All button. You will receive an appointment invite for the course. Accept the invite and the course will be added to your Lotus Notes calendar.

### Cancel a Course Registration

**You may cancel course registration up to 14 days in advance of your course.**

***If you need to cancel after 14 days call x2800.***

1. Click the Cancel Course Registration Link above your course list. A list of courses that you may cancel appears.
2. Click the radio button to select the course you would like to cancel.
3. Click the Cancel button. The system confirms your cancellation and sends a cancellation email to your Lotus Notes inbox.
4. Delete the calendar event from your Lotus Notes Calendar.

**Email Tech\_Support or call x2800 if you need assistance.**

Note

**FOR EU CLASSES ONLY: If you need to cancel your registration, please do so two weeks prior to the class date to avoid the \$50.00 cancellation fee.**