

EMPLOYEE
HANDBOOK



WELCOME

This handbook is designed to provide you with basic information about your employment and to direct you to sources of more detailed and comprehensive information. It applies to all City of Duvall employees. This handbook contains general statements of city policy and should not be read as an express or implied contract. If you have questions about the content of this handbook, either your supervisor or the City Administrator can assist you.

If, for any reason, any part of the policies, procedures, or guidelines in this handbook is held to be invalid, unconstitutional, or inconsistent with statute, code, regulation, or law, that finding will not affect the validity of any other part of this handbook. These general policies, procedures, and guidelines do not constitute promises of specific treatment in specific situations. The City of Duvall reserves the right to modify the policies and procedures outlined in this handbook as necessary.

Any employee may recommend a change in HR policy to the City Administrator. Likewise, matters of importance not covered in the City of Duvall Employee Handbook should be brought to the attention of the City Administrator so that new policies or procedures can be formulated, if necessary.

The rules, regulations, policies, and procedures that govern most aspects of your work life at the city are published and made available through various media. Every employee is expected to become familiar with all the multiple sources that communicate aspects of their job, their employment, and the Duvall community.

Key resources include, but are not limited to:

- **New employee onboarding**
- **Documents retained in Shared files**
- **Departmental policy manuals**
- **Job-specific training manuals & coursework**
- **Organizational newsletters**
- **City of Duvall Employee Handbook**
- **City of Duvall Leave Guide**
- **Collective Bargaining Agreements, if applicable**
- **Supervisors and/or managers, and Directors**

As a City of Duvall employee, you are governed by and responsible for adhering to applicable federal, state, and local laws, as well as city policies and procedures.

NOTE: The most current version of the City of Duvall Employee Handbook is available on the City of Duvall website.

WELCOME

Welcome to the City of Duvall! I hope you will find your work here both challenging and rewarding, and that you will soon share our commonly held belief that the City of Duvall is a very special place.

Duvall is a full-service, dynamic city with a traditional downtown that welcomes residents wanting to put down roots and enjoy small-town living. Although Duvall honors its rural heritage and charm, its residents are at the forefront of technology, innovation, and sustainability. Duvall's residents are diverse and take pride in their community, actively participating in making Duvall a special place to live and work.

While you are employed with Duvall, we hope that you will enjoy and contribute to a work environment that is supportive, flexible, and welcomes the rich diversity of talent that all our staff bring to their roles. We also hope you have fun and find a work culture that embraces your unique contributions and perspectives.

Whether your job is on the front line or behind the scenes, you'll be helping the City of Duvall keep pace with an expanding community and rapidly changing issues. More importantly, you will have an integral role in upholding the City of Duvall's longstanding tradition of service excellence.

As a new or even existing employee, I encourage you to learn more about our amazing city and take full advantage of the opportunities for professional growth and lifelong learning that the City of Duvall has to offer.

On behalf of all of us at the City of Duvall, we are pleased and thankful that you have decided to work for Duvall, and we look forward to sharing our work environment with you!

Sincerely,

Amy Ockerlander
Mayor of Duvall

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CITY OVERVIEW

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CITY OVERVIEW

ABOUT THE CITY OF DUVALL

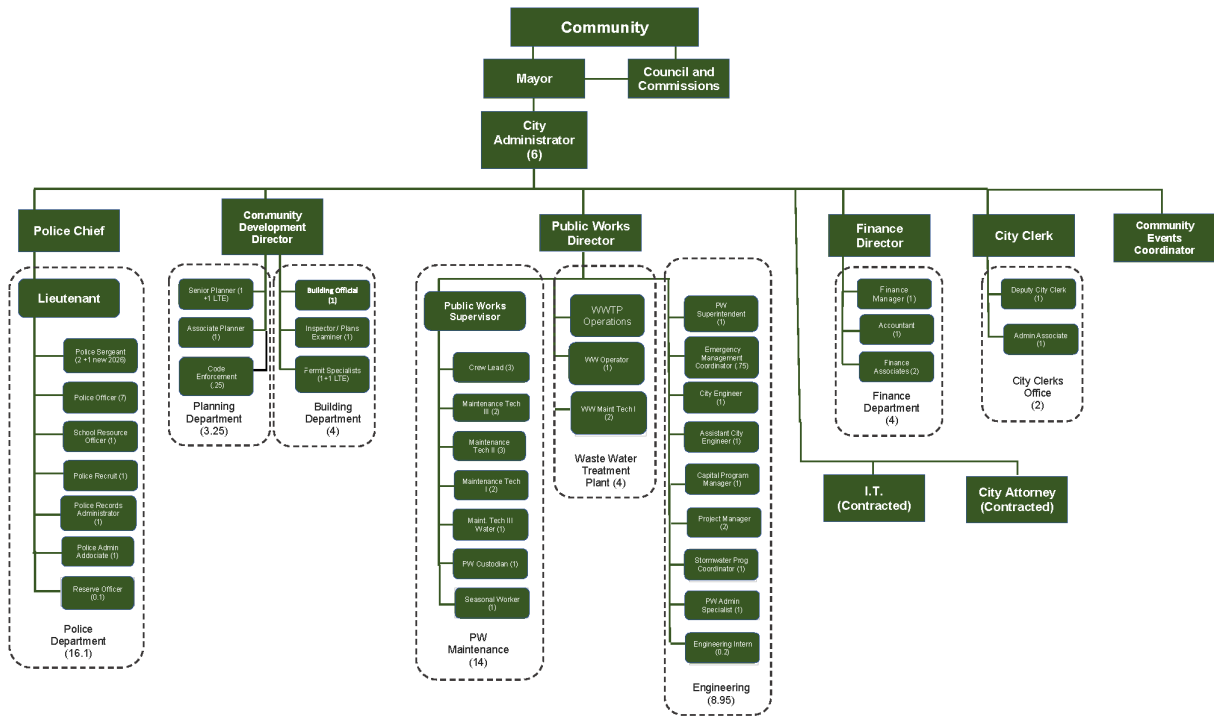
Approximately 9,000 people reside in Duvall, making it one of the fastest-growing communities in the state. The city was named after James Duvall, a logger, who homesteaded here in 1871. We are a small, yet diverse city, rich in history and tradition. Our residents represent a diverse range of backgrounds and occupations, making for an exciting cross-section of cultures.

Duvall is located on SR-203, approximately 25 miles northeast of Seattle, halfway between Monroe and Carnation, and is quickly becoming a favorite residential community for both commuters and those who prefer a small-town business setting.

Duvall has a non-partisan form of government. The part-time Mayor and seven council members are each elected directly by the people for staggered four-year terms, representing the community at large. The Mayor provides leadership to city departments, directing the many functions of city government, and implements the policies and ordinances of the City Council.

City Departments are structured under a City Administrator, who reports to the Mayor of Duvall. The City Organizational Chart is below:

City of Duvall 2025/2026 Organizational Chart



COMMITMENT TO UNION RELATIONSHIP

Working together with labor unions to establish sound and cooperative labor-management relations is important to the City of Duvall. The city acknowledges that labor unions are valued partners committed to the well-being of employees and the delivery of effective and efficient government services.

Collectively engaging with union partners improves employee morale, workplace productivity, and optimal mission accomplishment.

Effect of Collective Bargaining

When a Collective Bargaining Agreement (CBA) establishes a condition of employment, benefit, or procedure which conflicts with a condition, benefit or procedure established in policy or this handbook, the CBA shall take precedence concerning those employees covered by the agreement, so long as the condition of employment, benefit or procedure created by the agreement is lawful. The agreement has been properly approved, ratified, and implemented in accordance with applicable codes, rules, regulations, and policies.

CITY OVERVIEW

Conversations about Wages, Hours, Working Conditions, and other Conditions of Employment

Employees are free to discuss, debate, criticize and share with others information about their and other employees' wages, hours, working conditions, conditions of employment and other personal information in support of their rights or as part of efforts under Section 7 of the National Labor Relations Act (NLRA) and federal, state and/or local law. Nothing in this handbook, including the ethical standards that apply to Duvall employees, is intended to impact or restrict these rights. The city will not discipline, retaliate against, or terminate employment for the exercise of these rights.

Public Records Requests

Under RCW 42.56.250, the city will notify labor unions in advance of responding to external requests for public records and/or protective orders that involve a release of information about represented employees. This notice, to the extent possible, will provide city labor unions with sufficient time to determine whether there may be a legal basis to prevent the disclosure of records and, if necessary, to take legal action to prevent inappropriate disclosure of records.

GENERAL POLICIES

GENERAL EMPLOYMENT (HUMAN RESOURCES) POLICIES

The City of Duvall enacts Human Resources policies and procedures to further the following goals:

- To provide a uniform system of Human Resources administration throughout the city.
- To ensure compliance with federal, state, and local laws; and
- To protect and clarify the rights and responsibilities of employees.

ATTENDANCE

The success of fulfilling the city's mission and service requirements depends upon the regular and punctual attendance of employees. Fully staffed work shifts are essential for achieving and maintaining smooth and efficient city operations, as well as delivering excellent customer service to residents. Employees are expected to maintain satisfactory attendance by reporting to work as scheduled, requesting time off for foreseeable absences promptly, and following the call-in procedures for unscheduled absences. Additionally, employees are required to adhere to their work schedule, including start and end times, as well as breaks. Employees and their supervisors shall monitor the use of accrued time to ensure it is within available balances.

Supervisors are expected to discuss attendance expectations with employees and take appropriate corrective action, if needed, when unexcused absences occur and/or when an employee fails to follow departmental procedures for requesting or reporting an absence.

City attendance expectations apply to all employees, including term-limited temporary employees and/or contract employees.

Lateness/Tardiness

Lateness, or tardiness, is defined as arrival at work after the designated start time or failing to return to duty at the end of a designated rest break or meal period. Employees are expected to report to and be ready for work at the beginning of their scheduled work time. Employees are expected to know and adhere to their schedule, including breaks, and supervisors are expected to enforce compliance fairly and consistently. Employees who will be late are expected to contact their work location and/or supervisor in accordance with departmental reporting procedures. Schedule adjustments to accommodate late arrivals are at the supervisor's discretion and must be approved in advance, in accordance with applicable CBAs.

Tardy employees will not be paid for time absent from work. Repeated or excessive occurrences of lateness or failure to follow procedures for reporting lateness may result in corrective action, up to and including termination of employment.

GENERAL POLICIES

No Call/No Show

Barring extraordinary circumstances, being absent without notification is neglect of duty and a violation of policy. Failure to report an unscheduled absence in accordance with departmental reporting procedures may result in corrective action and a loss of pay for the time absent. Repeated occurrence of a no-call/no-show may result in termination.

Attendance Improvement Plan

Any employee who enters an unpaid status, uses non-sick accruals in place of depleted sick time, or otherwise fails to meet attendance expectations may be subject to discipline and/or placed on an Attendance Improvement Plan, unless the time taken is approved as an excused absence. When an employee is placed on an Attendance Improvement Plan, the employee must follow the expectations outlined within the plan. If the employee is unable to meet those expectations, the progressive discipline process will begin. The employee is eligible to be removed from the Attendance Improvement Plan once they have fulfilled the plan's requirements.

PERSONNEL RECORDS

All matters related to an individual employee's employment with the City of Duvall are contained in their personnel file. Workers' Compensation, medical, payroll, EEO, criminal background, and I-9 employment verification records are kept in separate files. All records are maintained confidentially, and access to them is limited to duly authorized personnel. Individual employees may access their personnel file upon written request and in accordance with negotiated CBAs and applicable law.

Employees are prohibited from inspecting any personnel files except their own, unless they have a legitimate managerial need to know the information in other files.

Employee personnel files, records, and documents are the property of the City of Duvall. Personnel files will not be removed from City Hall or the Police Department unless specifically authorized to do so by the City Administrator or the Chief of Police. Personnel records are retained in accordance with state record retention requirements.

PROOF OF ELIGIBILITY TO WORK

All new hires are required to provide proof of their identity and employment eligibility to their hiring manager and complete the Employment Eligibility Verification form (I-9 Form) within three working days of their first day of work as a condition of employment, in compliance with the Immigration Reform and Control Act (IRCA). This includes all full-time, part-time, and term-limited temporary employees. The new hire and supervisor complete the I-9 Form electronically during onboarding.

GENERAL POLICIES

EMPLOYMENT VERIFICATION & REFERENCES

All requests for verification of employment or employment references from outside the City of Duvall, regarding personnel information for applicants, employees, and past employees, must be referred to the Finance Department for response.

The Finance Department may verify wage, salary, employment dates, and positions held without first obtaining the consent of the individual involved. Release of other information contained in the personnel file will only be made after obtaining specific written consent from the affected employee.

The City of Duvall, acting in good faith, will only provide an employee reference as it relates to:

- An employee's ability to perform their job;
- The diligence, skill, or reliability with which an employee performs or performed their job; and/or
- Any illegal or wrongful act that an employee commits in relation to their job duties.

Only the Mayor or City Administrator will provide employment references for current or former city employees. General character reference (e.g., trustworthiness, integrity) for current or former employees will not be provided unless that character information is directly related to the position performed for the City of Duvall.

A written record of the identity of the person or entity to which verification or reference was disclosed will be maintained in the personnel file for a minimum of two years.

These policies are intended to be generally applicable. Policies and procedures related to the hiring, employment verification, and promotion of uniformed police personnel are guided by applicable state and federal laws and the rules governing the Duvall Civil Service Commission.

PUBLIC RECORDS

The City of Duvall supports the employee's right to privacy in accordance with applicable Washington State law, including the Washington Public Records Act ("PRA"). In addition, as a public agency, the city is required to comply with all provisions of the PRA.

A public record is defined in [RCW 42.56.010](#) as any writing that is prepared, owned, used, or retained by any state or local government agency, and which contains information that relates to the conduct of government, or the performance of any governmental or proprietary function. The term "writing" is broadly defined to include not only traditional written records but also photos, maps, videos, voicemails, webpages, social media content, emails, text messages, and tweets, among other forms of communication.

Employees who are affected by public records requests that seek personally identifying and

GENERAL POLICIES

disclosable information (e.g., name, job title) have the option to pursue a superior court order blocking disclosure of their employee information (see Court Protection of Public Records [RCW 42.56.540](#)). This provision allows employees to file for a court injunction in either their county of residence or in King County, where the city of Duvall maintains the records. If an employee chooses to seek a protective order from the court, they should consider naming both the City of Duvall and the requestor as defendants in their lawsuit since both may be necessary parties (see *Burt v. Dep't of Corr.*, 168 Wn. 2d 828, 231 P.3d 191 (2010)). Employees who pursue this option must do so on personal time and at their own expense. The City of Duvall cannot offer its employees legal advice. Represented employees may wish to contact their union representative.

Although employee information is subject to disclosure under the Public Records Act, an employee's personal information is protected by 'right to privacy' laws and is exempt from disclosure (see, e.g., [RCW 42.56.230\(3\)](#), and RCW 42.56.250. Personal information requested, such as home addresses, personal telephone numbers, and emergency contact information, will not be provided to the requester.

MEDIA RELATIONS

For the City of Duvall to speak with one voice as an organization, with a consistent message, and through appropriate channels, only approved spokespeople may serve as city representatives when speaking to the news media, research organizations, the public, or to government and/or elected officials. This means that non-approved employees may not respond to inquiries or reach out to the news media on behalf of or as representatives of the City of Duvall. No Duvall employee should accept compensation for providing information about the city or its officials.

SUMMONS, COMPLAINTS, AND LEGAL PROCEEDINGS IN THE WORK ENVIRONMENT

Failure to handle summons, complaints, or subpoenas appropriately could place the City of Duvall and/or its employees at risk or disadvantage in legal proceedings. Therefore, it is essential to address all such matters and inquiries properly. All service on the City of Duvall must follow the requirements of RCW 4.28.080(2) which provides that only the mayor, city manager, or, during regular office hours, to the mayor's or city manager's designated agent (the City of Duvall City Administrator) or the City Clerk, may accept legal service on behalf of the city. In other words, most employees in the City of Duvall are not authorized to receive legal services on behalf of the city.

Procedure for Participating in Legal Investigations/Court Cases

It is the policy of the City of Duvall to cooperate in legal proceedings when appropriate and when permitted under applicable law. Employees must exercise care when presented with any document concerning legal actions in which the city or its employees are involved.

Any employee who is asked to sign a declaration or appear as a witness in a civil or criminal proceeding involving the City of Duvall is advised to state that they do not have the authority to

GENERAL POLICIES

agree to sign or appear without prior approval. The City Administrator authorizes such approval.

Furthermore, any request from an outside agency for a city employee to sign a legal document on behalf of the City of Duvall must be directed to the City Administrator for approval before signature.

INFORMATION TECHNOLOGY (IT) SYSTEMS POLICIES

Employees are expected to use computer equipment, telephones, city-issued cell phones, and all IT programs, software, and connected devices in accordance with established best practices and policies. Currently, the City of Duvall utilizes contracted IT resources to support its IT environment. Support tickets should be discussed with your supervisor before filing, so that the City IT support team can be informed of any IT issues that arise. To request IT support, please contact helpdesk@acorntechservices.com.

All IT-related policies and procedures are outlined in the appendix to this handbook.

EXIT INTERVIEWS



Employees are encouraged to provide feedback when they leave city employment. The City Administrator may conduct or have conducted a formal exit interview with employees leaving city employment if, in their opinion, information can be gained that will improve or enhance city operating procedures, create efficiencies, or enhance the work culture in the City of Duvall.

COMMITMENT TO A SAFE WORK ENVIRONMENT

It is the policy of the City of Duvall to provide and maintain a safe work environment. Employee safety is a key value for the city, and the city makes efforts to minimize or eliminate hazards whenever possible. All employees are expected to represent the City of Duvall to the public in a manner that promotes their safety while at work, being courteous and helpful. This includes, but is not limited to, promoting and following safe work practices, as well as maintaining property and equipment in a safe operating condition. Employees should direct questions or concerns about the safety of work practices or equipment, or whether precautions are necessary, to their supervisor or the Duvall Safety Committee. Employees are expected to report unsafe conditions immediately to their supervisor or the Safety Committee.

REPORTING AN ACCIDENT OR NEAR MISS

Employees must report all work-related injuries, illnesses, and near misses, however minor, to their supervisor or supervisory designee immediately or as soon as reasonably possible, using the online form found on the Washington Labor & Industries website: [File Fast: Report of Accident](#). The supervisor, or their designee, will investigate the occurrence and make every attempt to prevent similar future injuries or illnesses.



Accident reporting information

Once you've taken care of all the steps on the front of this card, be sure to submit accident reports as required by your entity and keep in contact with injured workers as they recover.

Every employee | Home safe | Every night
1.800.562.8981 | retro@awcnet.org
wacities.org/Retro

What to do when there is an injured worker

Responding quickly and confidently to injuries helps workers get needed treatment, controls hazards, and protects others.

1. Care for the injured. Call 9-1-1 if needed.
2. Secure the accident scene. Shut off all equipment involved and cordon off the area from non-essential personnel.
3. Notify management and HR of the injury incident.
4. Identify if there are chemicals, biohazards, or pathogens that need to be contained or mitigated; do this.
5. Take pictures or videos to capture the environment and scene of the injury.
6. In public areas, gather witness contact information.
7. If needed, contact L&I and report the accident (scan QR code on back for more).

HEALTH & SAFETY

The City of Duvall utilizes the Association of Washington Cities Workers' Comp Retro Program to administer all L&I (accident, workplace illness, or near miss) claims. Here is an explanation of the different responsibilities under that program:

Workers' Comp Retro Program

Roles and responsibilities through the claims process

The employee, employer, medical provider, AWC Retro, and L&I all play an important role in an employee's injury. Find out who does what.

Employee:

- Completes a State Fund L&I Report of Accident (ROA).
- Notifies employer and remains in contact regarding physician's orders.
- Keeps all medical and L&I paperwork, including the L&I claim number.
- Attends any necessary medical appointments (including physical therapy, specialists, and massage therapy, etc.).

Employer:

- Completes the Accident/OSHA form sent to you with the Notice of Claim (NOC) and returns it to AWC Retro claims staff as soon as possible.
- Receives notice from AWC Retro claims staff of payment and closing orders, allowance orders, abeyance orders, affirmation orders, new conditions (denied or allowed) and Permanent Partial Disability (PPD) closure orders.
- Keeps in contact with employee, especially if they do not return to work immediately.
- Calls or emails your AWC Retro staff any time with questions or concerns.

Department of Labor and Industries (L&I) (A L&I claims manager is assigned once claim is received):

- Determines if a claim is allowed, denied, or if further information is needed.
- Authorizes benefit payments, manages the claim, and authorizes or denies testing and/or surgeries.
- Remains in contact with the attending physician, employee, and AWC Retro claims staff.

AWC Workers' Comp Retro:

- Seeks necessary information from the employer about the injury, including whether or not the employer questions the claim's validity.
- Follows the claim to make sure that the claim is progressing and the worker is receiving any necessary treatment and benefits.
- Remains in contact with the employer and ensures communication between all parties.
- Assists with light duty options to return the injured worker safely back to work.

HEALTH & SAFETY

DRESS AND GROOMING

Employees are expected to be dressed and groomed in a manner suitable for public service, reflecting a positive image of the City of Duvall and ensuring employee safety.

Hairstyles, makeup, and the grooming of beards and mustaches are left to the discretion of employees. Personal grooming, however, should contribute to a clean appearance, be respectful of the work environment, and not pose safety risks for the employee's particular role in the organization.

Some positions may require the wearing of uniforms or safety-related clothing and footwear (e.g., OSHA-required work boots for maintenance technicians). Per state and federal regulations, all employees are required to wear protective, closed-toe footwear when their work activities put them at risk of foot injuries. Supervisors and managers can impose special dress and grooming requirements necessary for employee safety and well-being.

The City of Duvall permits employees to wear casual business attire in support of a healthy and respectful work environment.

Casual business attire encompasses many looks. Employees can dress in comfortable, casual business attire, as long as it is neat, clean, in good taste, and projects a positive image of the city. Employees should exercise good judgment in determining what casual business attire is suitable to wear at the work site or office. This policy does not require employees to purchase casual business attire. Employees should feel free to dress more formally or traditionally as personally desired.

Unacceptable clothing includes, but is not limited to, torn clothing, cutoffs, beach attire, halter/tank tops or muscle shirts, clothing with exposed backs or midriffs, beach-style flip-flops, and slippers. Casual T-shirts should be worn when appropriate for the role and not during professional meetings with external stakeholders or customers. Likewise, t-shirts or casual clothing should be used sparingly when appearing on Zoom/Teams calls with external stakeholders or customers. Employees should exercise common sense when selecting attire and accessories that advertise, reminding themselves that they work in a customer service environment with children and customers of diverse cultural backgrounds, ages, and political viewpoints.

Managers or supervisors may announce dress-down days for special occasions (e.g., Halloween, office "cleanup day"). Employees should ask their supervisor or a manager ahead of time about choices that may be questionable.

The City of Duvall makes reasonable accommodations for dress or grooming directly related to an employee's religion, ethnicity, or disability.

HEALTH & SAFETY

SCENT-AWARENESS

Air quality is an essential element for a healthy work environment. Maintaining suitable air quality and eliminating unfavorable conditions is a group effort. City employees and departments are asked to be aware of the impact of bringing chemical-based and/or scented products into the workplace and to limit their use to support a healthy environment for all employees, patrons, and visitors. City of Duvall locations are not designated as scent-free.

Employees who experience reactions to scents are encouraged to respectfully express their concerns and request consideration or adjustments in behavior that could improve the situation. If no resolution is reached, the employee should request the assistance of their supervisor or the City Administrator.

WELLNESS COMMITTEE

The City of Duvall Wellness Committee has gradually built an employee wellness program modeled on the Association of Washington Cities (AWC) guidelines and standards. The primary goals of our wellness program are to support and increase employee awareness of and participation in healthy activities, as well as maintain Duvall's WellCity status with AWC. By maintaining the wellness program and WellCity status, the City has received a 2% insurance premium discount in recent years. The committee and program also make the City eligible for mini-grants available through AWC, which help offset costs and support program activities.

An ongoing award requirement is to demonstrate continued program support by updating resolutions and policies that support the Wellness Committee, its members, and employee participation in wellness activities. The Wellness Committee accomplishes these requirements by inspiring the health and wellness of body, mind, and spirit for all City of Duvall employees through outreach, education, and program offerings. This is achieved through anonymous routine polling and annual program evaluation, which provide feedback to monitor program effectiveness. The Mayor, Council, and administrative team's support is crucial to the success of this program.

SMOKING, ALCOHOL, AND DRUGS IN THE WORKPLACE

Smoking and vaping are prohibited inside all city facilities and vehicles according to applicable state law. Smoking breaks are to be confined to the affected employee's lunch period or rest break.

To help ensure the safety and well-being of employees and the public, the city is committed to maintaining a work environment that is free of alcohol and illegal drugs.

An employee who is required to operate machinery, motor vehicles, or use equipment that could, if improperly used, cause physical harm to themselves or others, shall inform their

HEALTH & SAFETY

supervisor that they are taking prescription medication, if such medication could affect their ability to operate safely.

FITNESS FOR DUTY

Employees may be asked to undergo an examination by a medical provider at their own expense when there is a question about their ability to perform their duties safely and effectively. As a condition of employment, certain applicants or employees may be required to pass a physical or mental health evaluation concerning their fitness to perform the job(s) for which they have applied or have been hired.

Results from medical examinations shall be treated as confidential. However, records of such examinations will be made available to the extent required by law or regulation.

Employees returning from medical leave or work-related injury resulting in professional medical care are required to provide a doctor's note certifying their ability to perform their essential job functions and duties safely.

COMMITMENT TO A VIOLENCE-FREE WORKPLACE

As part of the city's goal to provide a safe environment for employees and customers in city facilities, the City of Duvall prohibits any threats, intimidation, or acts of violence in the workplace.

Threats – either direct or implied – may include words, gestures, phone calls, emails, text messages, social networking/media messages or posts, and drawings.

Intimidation, threats, and violence may also arise out of non-work situations, such as domestic abuse or relationship breakups. These situations may impact the workplace, jeopardizing the safety of employees, coworkers, patrons, or vendors/consultants. Duvall is committed to working with employees who are victims of domestic violence to prevent abuse and harassment from occurring in the workplace. The City of Duvall is also committed to managing the risk these situations may pose to other employees and customers.

Employees play a critical role in maintaining a culture of safety. Employees must immediately notify the City Administrator or their supervisor of any threats, intimidation, or acts of violence (including threats to harm oneself) as soon as possible, so that the City can evaluate and implement appropriate safety measures to help ensure a safe and secure workplace. The city will address any threat or concern as promptly and confidentially as is reasonable. The City of Duvall cannot take steps to help create a violence-free workplace unless it is aware of situations that could lead to violence in the workplace.

See Also: Personnel Policy 18-01 Prevention of Workplace Violence Policy in the Appendix of this handbook.

HEALTH & SAFETY

WEAPON-FREE WORKPLACE

Toward the commitment to maintaining a safe workplace, free from violence for all employees, the City of Duvall prohibits the possession or use of dangerous weapons by employees or other representatives of the city while on city property, except that employees of the Police Department shall be permitted to possess weapons necessary for the performance of their duties. Dangerous weapons include firearms, explosives, knives, and other weapons that are commonly understood to be lethal, could cause harm, or are used primarily as deadly weapons. An exception is granted to those weapons that are in the possession of law enforcement officers or other safety-related personnel who are acting in a law enforcement capacity while on city premises.

A license to carry a weapon does not supersede this policy. Any employee who violates this policy will be subject to prompt corrective action, up to and including termination. All individuals working for the City of Duvall are subject to this provision, including term-limited temporary employees, independent contractors and vendors, as well as volunteers who provide volunteer services while on city property.

THREATS OR ASSAULTS AGAINST STAFF

The City of Duvall does not tolerate threatening behavior directed toward employees. When a city employee is personally threatened or assaulted, an appropriate response will be taken to address the incident. The response will be tailored to the specific situation to provide support to affected employees and maintain a safe working environment.

See Also: Duvall Civility & Trespass Policy in the Appendix of this handbook.

ANIMALS IN THE WORKPLACE

Employees seeking to bring their pets to work should review the policies and procedures contained in Personnel Policy 25-04 in the Appendix. The City of Duvall will prioritize the health and safety of employees and the work environment and may designate individual work sites, locations, and equipment as pet-free.

See Also: Personnel Policy 25-04 Animals in the Workplace in the Appendix of this handbook.

HEALTH & SAFETY

EMERGENCIES AND TEMPORARY CLOSURES

The City of Duvall has procedures and guidelines in place in the event of a critical incident or emergency that requires a building or service closure such as severe weather or natural disaster (flood, earthquake, volcanic eruption), building damage or unsafe working conditions (power and plumbing failure, building temperature) or other critical incidents (fire, public health issue).

When such closure occurs, employees willing to work at an open alternate worksite while their scheduled worksite is closed or who are unable to report to their scheduled worksite may report to any available open worksite. The employee must notify their supervisor when reporting to an alternate worksite.

Employees willing to adjust their work schedule while their scheduled worksite is closed or those who are unable to report to their scheduled worksite can, with their supervisor's approval, make up authorized hours lost, as long as it does not create overtime and occurs within the same pay period.

The city will implement a forced leave policy should it be unable to offer work location alternatives due to a threat to the health or safety of employees or the public. Forced leave will be initiated when federal, state, and/or local public officials, who have the authority to protect public health and safety, and/or as identified in the City of Duvall Comprehensive Emergency Plan, mandate the closure of city facilities. Additionally, the Mayor may proclaim a state of emergency that would close all city work sites. Emergency proclamations are based on the nature and severity of a given event.

See Also: Personnel Policy 25-02 Hazardous & Inclement Weather and Natural Disaster Policy in the Appendix of this handbook, and the Comprehensive Emergency Plan on the City of Duvall website.

CLASSIFICATION & COMPENSATION

EMPLOYMENT TYPES

City employees hold various positions governed by distinct sets of published employment rules and policies. As a result, variations in applicable policies may exist within the workplace, particularly where agreements made as a result of collective bargaining differ from policies or practices established by either the Mayor of Duvall, the Duvall City Council, or city administration. In such cases, the agreements made in collective bargaining take precedence.

The City of Duvall complies with the provisions of the Fair Labor Standards Act (FLSA) regarding the classification of employees. All employees who are classified as exempt must meet two tests. First, the employee's work must fall into one of the exempt categories: administrative, professional, or executive. Second, employees must meet what is known as the "salary basis" test, which stipulates that a minimum salary must be paid for an employee to be exempt from overtime pay. If either test is not met, the employee is classified as non-exempt.

Exempt Employees

FLSA exempt employees are expected to work the hours necessary to perform their jobs satisfactorily and are compensated on a salary basis. FLSA exempt employees who are absent for part of a workday will not be required to charge absences against any available accrual balances, nor will their pay be reduced. A full-day absence of an FLSA-exempt employee is expected to be taken as sick, vacation, holiday, personnel, or applicable administrative leave.

With the approval of the City Administrator, an employee in a qualified executive, administrative, or professional position, who would otherwise be exempt from the FLSA, may be compensated on an hourly basis when it is determined that this method of compensation is in the best interests of the city (often related to approved leaves of absence). In this event, all partial-day absences will be charged against available accruals in 15-minute increments.

Non-Exempt Employees

Non-exempt employees must maintain a record of the total hours worked each day/week. Non-exempt employees must submit their time to verify that the reported hours worked are complete and accurate. The time submitted must accurately reflect all hours worked, including regular and overtime hours, as well as any absences, late arrivals, and early departures. Meal periods must also be accounted for when submitting time, and are hours paid but are not charged as hours worked.

A non-exempt employee should not work hours or deviate from their scheduled shift without prior authorization from their supervisor. Non-exempt employees should not start work early, finish work late, work during a meal period, or perform other overtime work unless authorized to do so and the time is recorded. Non-exempt employees are not to "make-up time" unless a supervisor approves it in advance. "Making up time" can refer to working extra hours on a particular day or adjusting a work shift to a different time or day to cover scheduled hours that

CLASSIFICATION & COMPENSATION

were not completed within the defined FLSA workweek.

Probationary Employees

Probationary Employees are new city employees within their first six months or year of employment, as well as existing employees transferred or promoted into a new job classification for their first six months.

Unionized employees

Unionized employees are those governed by provisions of negotiated CBAs and work in either hourly (non-exempt) or exempt status classifications.

Volunteers & Interns

The city engages **volunteers** and **interns** to assist in the performance of specific programs or services.

“Full-time”

Full-time employees are those employees who regularly work at least thirty-five (35) hours in a workweek.

“Regular Part Time”

Regular Part-Time employees are those who work less than thirty-five (35) hours in a workweek.

“Contract service provider”

Contract service providers are individuals who contract with the city to provide services and are neither city employees nor eligible for benefits. Contracts for service providers must be in writing. People working as contracted service providers shall be treated as independent contractors for tax purposes.

“Short Term/Seasonal”

Short-term/Seasonal employees are hired for either full-time or part-time work on an interim basis for periods typically under six months.

“Limited term”

Limited-term employees are those who are hired for a term of more than six months and are benefits-eligible.

CLASSIFICATION & COMPENSATION

EMPLOYMENT OF MINORS

The minimum age for employment is 14 years old. Employees between the ages of 14 and 17 may only be employed for no more than 16 hours per workweek.

Minors wishing to work at the City of Duvall must submit a Parent and School Authorization form and proof of age, along with applicable employment authorization documents, before beginning work. A Parent/School Authorization form must be resubmitted at the beginning of each school year, so long as the employee remains a minor.

Limitations on the hours and work schedules of minors will follow Washington State law (WAC 296-[125](#)), as outlined on the Parent/School Authorization form. By law, minors are prohibited from working during the hours that school is in session. Additionally, minors, by law, are not permitted to be members of a labor organization. Employees hired by the city as minors will be added to the bargaining unit upon reaching 18 years of age.

HOURS OF WORK

The standard workweek for an exempt employee is 40 hours. Adjustments for time worked over 40 hours per week to accomplish work-related responsibilities must be agreed upon in advance by the employee and their supervisor and be based on the individual employee's and departmental needs.

Non-exempt employees may not volunteer to work additional time without receiving compensation and prior approval. Similarly, non-exempt employees may not take work home nor agree to perform work activities outside of their assigned schedule, except in a *de minimis* capacity of under 15 minutes, without seeking prior approval. Any time worked outside of the typically scheduled hours must be fully reported when entering time for the workweek and will be compensated accordingly.

Attendance at training, meetings, and other programs is not considered time worked if:

- The employee's attendance is outside regular working hours and is voluntary (i.e., not required by the job);
- The course, meeting, or program is not directly related to the employee's job; and
- The employee does not perform any work associated with their job function during such attendance.

All other training courses or meetings sponsored by or directed by the city, held during regular working hours, and related to the employee's job duties are considered paid work hours.

CLASSIFICATION & COMPENSATION

WORK SCHEDULES

City of Duvall work locations have varying hours of operation. Work schedules are established to meet the business needs of individual work units and locations and are subject to approval/change by either a supervisor or department director. Employees are expected to work the established schedule and comply with the scheduling requirements found in applicable CBAs.

REST BREAKS AND MEAL PERIODS

During meal periods, employees must be completely relieved of duty; otherwise, the hours must be recorded as hours worked. Meal periods are not interrupted unless there is an emergency situation. Employees may not skip meal periods to accumulate extra time off in the future or to shorten the workday. Meal periods for exempt employees are not required, but are highly recommended and encouraged.

Employees at the City of Duvall receive a paid 15-minute rest break for every four-hour shift or continuous period worked. Ideally, these breaks occur mid-shift. During the break, employees are permitted to leave their work areas. Where it is necessary to have someone on duty at all times, care should be taken to ensure work assignments are covered. Employees may not forgo breaks to accumulate extra time off in the future or to shorten the workday.

OVERTIME

Employees are required to obtain express written approval from their supervisor in advance of working more than their regularly scheduled hours and/or altering their work schedule if there is a possibility of overtime being incurred. Overtime-eligible employees must be paid for all hours worked, regardless of whether overtime has been approved or not. Working unauthorized overtime hours may result in corrective action. Applicable collective bargaining agreements cover specific overtime rules within the City of Duvall.

Time *paid* for vacation, sick leave, holiday, compensatory time, or a paid meal period does not count as hours worked in a workweek or workday for the specific purpose of calculating overtime.

CLASSIFICATION & COMPENSATION

GENERAL TIMEKEEPING AND REPORTING

Employees are required to keep accurate time records of all hours worked. Hours worked are reported to the nearest 15 minutes and are paid for in 15-minute increments.

The following are general timekeeping principles:

- The City of Duvall records *hours worked*.
- Salaried exempt employees do not record meal periods and rest breaks to calculate pay. Hourly, non-exempt employees consistently report their actual hours worked and do not include meal periods as hours worked, unless directed to do so in cases of approved overtime.
- Non-exempt employees should not report to work early or stay after work performing work-related activities outside of their scheduled shift without the express written approval of their supervisor.
- Traveling between one work location and another work location is paid for, recording hours worked if the city directs the employee to commute between locations, including attendance at meetings or trainings. However, employees who choose to work at two separate locations on the same day will not be paid for the commute time between those two locations.
- Time spent driving a city vehicle at the request of the supervisor is considered performing work beneficial to the city and is considered hours worked.

SALARY ADMINISTRATION

It is the policy of the City of Duvall, subject to budgetary constraints, to pay wages and salaries that are competitive with those paid for similar jobs by other cities of similar size and operational requirements, as well as the services provided to the community. Salary increases are based on budget allocations, market conditions, and negotiated agreements through the collective bargaining process.

The Duvall City Council has established a salary range schedule for each approved classification. Ultimately, it is the responsibility of the City Council to determine whether existing salary ranges are competitive and whether the salaries of individual employees accurately reflect their job responsibilities. The City Council will evaluate adjustments to salary ranges and any cost-of-living increases through the budgeting process.

Regularly, the City Administrator will analyze the market and recommend to the City Council, as part of the mid-biennial or biennial budget proposal preparation, any necessary salary adjustments. The purpose of these adjustments is to maintain the city's salary competitiveness in the face of market forces affecting new hires and employees.

New employees are hired at the minimum step of the assigned range for their classification, i.e.,

CLASSIFICATION & COMPENSATION

Step A. Hiring managers may recommend a higher starting salary rate during the hiring process based on legitimate, bona fide reasons, including work experience, advanced education, or special training. A written justification must be submitted to the City Administrator and Finance Department when requesting a deviation from the standard starting salary for a position.

To be considered for placement above Step A, the Hiring Manager should consider the following factors in recommending a higher placement.

JUSTIFICATION	EXAMPLE FOR REQUEST
<p>Recruiting Difficulties (size of applicant pool, length of recruitment)</p>	<p>Qualified Stormwater Coordinators are difficult to recruit due to the specialized nature of the role. After an extensive recruitment process, we identified only two qualified candidates.</p>
<p>Candidate's Salary Expectations</p>	<p>Candidate Smith is engaged in competitive salary negotiation and requested Step E. Although she did not disclose her salary, she specified that she required Step E to accept the position.</p> <p>OR</p> <p>Candidate Smith stated that she is currently earning \$xx with the City of Issaquah and, while willing to accept a small pay decrease, cannot consider the position if the decrease exceeds a 15% cut to her current salary. Based on her years of experience and the need to have this position, I would like her to be placed at Step E.</p>
<p>Employee's Knowledge, Skills, and Experience compared to others performing similar work</p>	<p>Candidate Smith is a licensed contractor in a specialized field. Having this specialization in the city will benefit the department by having advanced knowledge/certification beyond the job requirements.</p>
<p>Years of Service</p>	<p>Candidate Smith has extensive experience beyond the minimum requirements for the position. They have 10 years of applicable experience with the City of Shoreline and another 3 years with the City of Auburn.</p>

CLASSIFICATION & COMPENSATION

Before approving any recommendation for step placement beyond Step A, the City Administrator will assess whether such placement raises concerns regarding internal equity or if the recommendation would create disparities that would need to be addressed as a result of granting the recommendation. If internal equity or pay disparities are identified, the request to place an employee beyond Step A may be denied.

For justifications predicated on a candidate's salary expectations, the Hiring Manager should be prepared to provide the salary placement of current employees performing the same or similar work.

Employees shall be moved to the next step in their pay range/grade on their anniversary date.

The city has identified compensation premiums, through collective bargaining, for specific skills and services employees provide to the residents of the City of Duvall.

OVERPAYMENT OF WAGES

The City of Duvall takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on scheduled paydays. According to Washington State law, no employee is entitled to retain any pay in the form of compensation or benefits more than the amount earned or to which they are entitled.

If an employee has been paid more than they should have been, they must return the overpayment to the city as soon as possible, under a mutual agreement between the city, the employee, and their bargaining unit, if applicable. If immediate repayment causes hardship, the employee may request to extend the payback period; however, the payback period must generally be contained within the tax year in which the overpayment occurred. An overpayment may be regarded as an advance of future wages payable. It may be deducted in whole or in part from the next available paycheck(s) until the overpaid amount has been fully repaid, as per the agreement, if applicable.

The Finance Department will not reduce an employee's pay without written authorization by the employee or proof that the employee was afforded due process before a reduction in pay. Proof of due process is satisfied by providing a copy of the letter(s) that were sent to inform the employee that wages will be reduced if they fail to either repay the overpayment or provide information to establish that there was no overpayment.

If an employee discovers an error in their pay amount that the city has not identified, they should promptly bring the discrepancy to the attention of the Finance Manager or Finance Director. Corrections will be made as quickly as possible following the procedures outlined above.

CLASSIFICATION & COMPENSATION

POSITION CLASSIFICATION

Position classification is the assignment of a job title, classification, and/or pay range to a new position.

Classification/reclassification decisions are based solely upon the responsibilities and duties assigned to a position, including the skills, knowledge, and abilities required of the position. The overall credentials, job performance, and personal circumstances of the incumbent are not considered in making a classification decision. The City Administrator and Department Directors classify the *job*, not the person. The review will also focus on which classification the majority (50-80%) of work duties fall into.

Examples of person-related factors that are not considered in the classification process:

Performance; longevity; unusual qualifications not required to perform the job duties; retention issues; financial needs; increased workload or volume of work; future projects or work envisioned for the future but not yet performed.

Examples of job-related factors that will be considered in the classification process:

Nature of the work performed; level of responsibility; impact of the position in the organization; reporting relationships; scope of duties; complexity of work; creativity/innovation; supervision received; supervision exercised; knowledge, skills and abilities required to perform the duties of the position; amount of budget authority; level of interaction with internal and external stakeholders.

A reclassification evaluation may result in an increase, decrease, or no change in the salary range and/or reassignment to an existing, new, or unchanged job classification of the position.

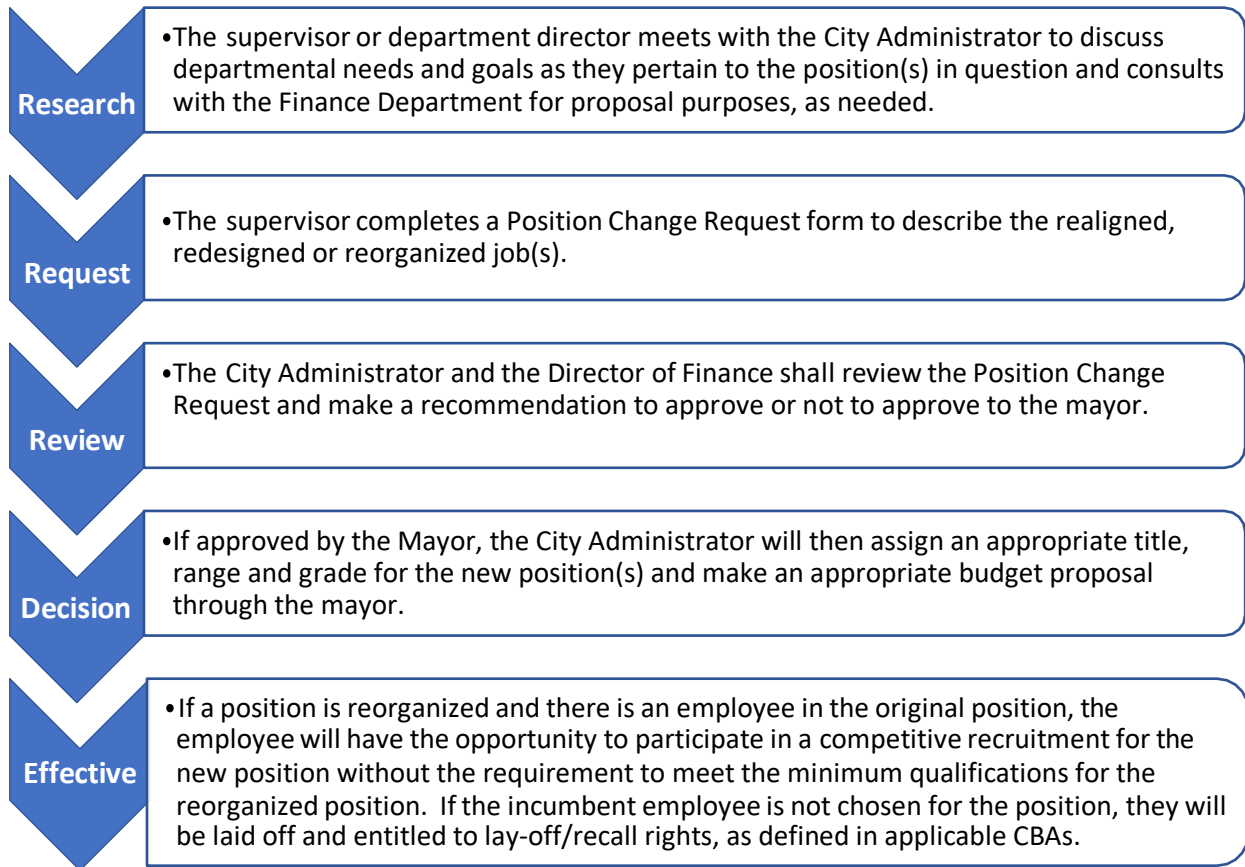
REORGANIZATION OF POSITIONS

If a supervisor feels that a position's job classification or description does not adequately define the departmental needs or that significant changes in job responsibility are required, they may request a position reviewed by the City Administrator for job redesign or reorganization. It is anticipated that departments will engage in this process during the biennial or mid-biennial budget cycle. If a request is made outside of the budget process, the supervisor should explain what circumstances exist that prevent the request from being made during the annual budgeting process.

When there is a reorganization or redesign of a position, any changes resulting from the reorganization or redesign must be approved by the Duvall City Council during either the biennial or mid-biennial budget cycle. Reclassifications approved during the budget cycle take effect on January 1 of the following year. Exceptions to this process are rare and must be approved by the City Council during a regularly scheduled meeting.

CLASSIFICATION & COMPENSATION

Procedures for Department Reorganization Requests



RECLASSIFICATION OF CURRENT EMPLOYEES

Reclassification is the assignment of a new job title, classification, and/or pay range to an existing position, either filled or vacant. An employee must have at least six months of continuous service in their current position to be eligible to initiate a classification review.

Employees should review their current job description and/or any relevant job descriptions for like positions before completing a Position Information Questionnaire (PIQ) as part of a request for reclassification. An employee may request a PIQ from the City Administrator. Employees requesting reclassification are encouraged to work with their supervisor to complete a Position Information Questionnaire; however, they are not required to do so.

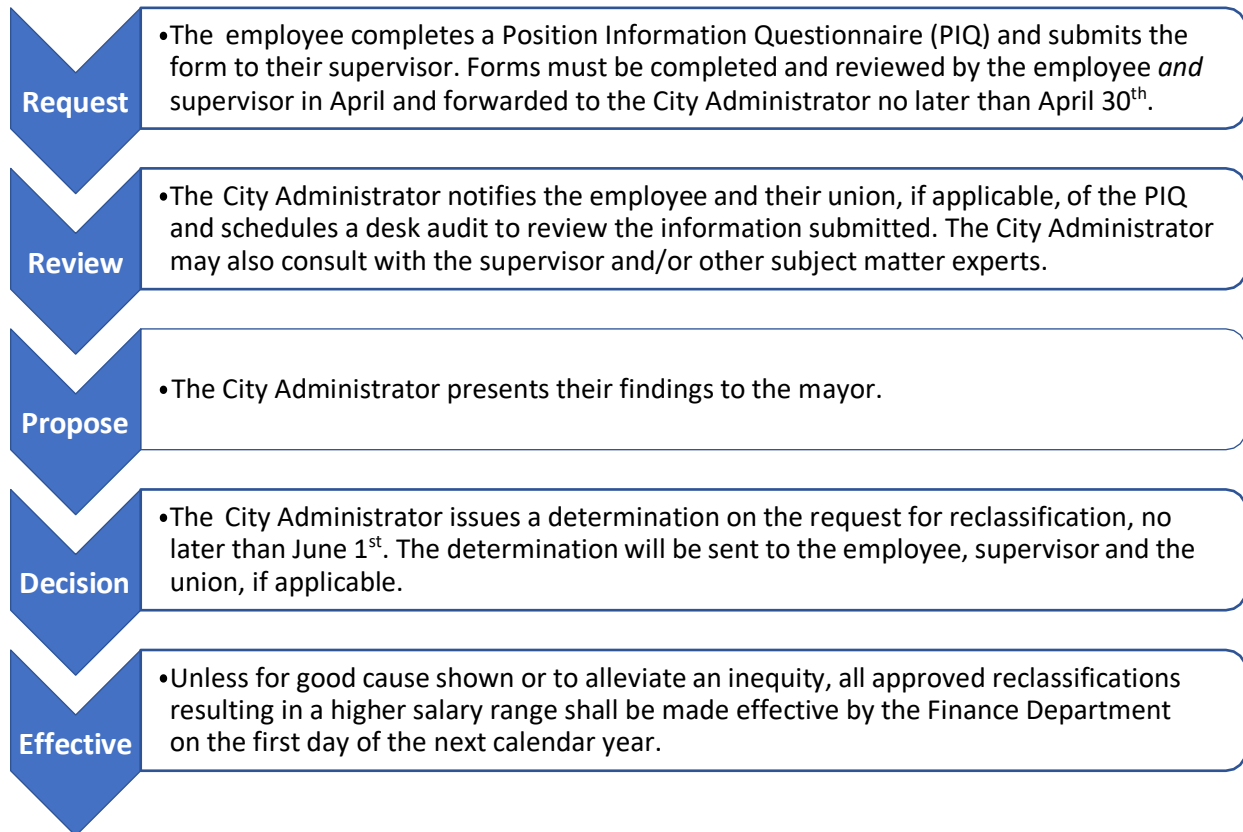
All salary changes tied to reclassification actions are governed by the general rule that pay upon reclassification must be within the range of the classification level to which the employee has been newly assigned. When recommending the reclassified position, the supervisor and the City Administrator shall consider various factors, including, but not limited to, internal equity, external market equity, position within the range, and the time since the last increase. An employee can request to have their position reviewed for reclassification, even if their department leadership believes that reclassification is not appropriate or that funding a possible

CLASSIFICATION & COMPENSATION

classification may be problematic.

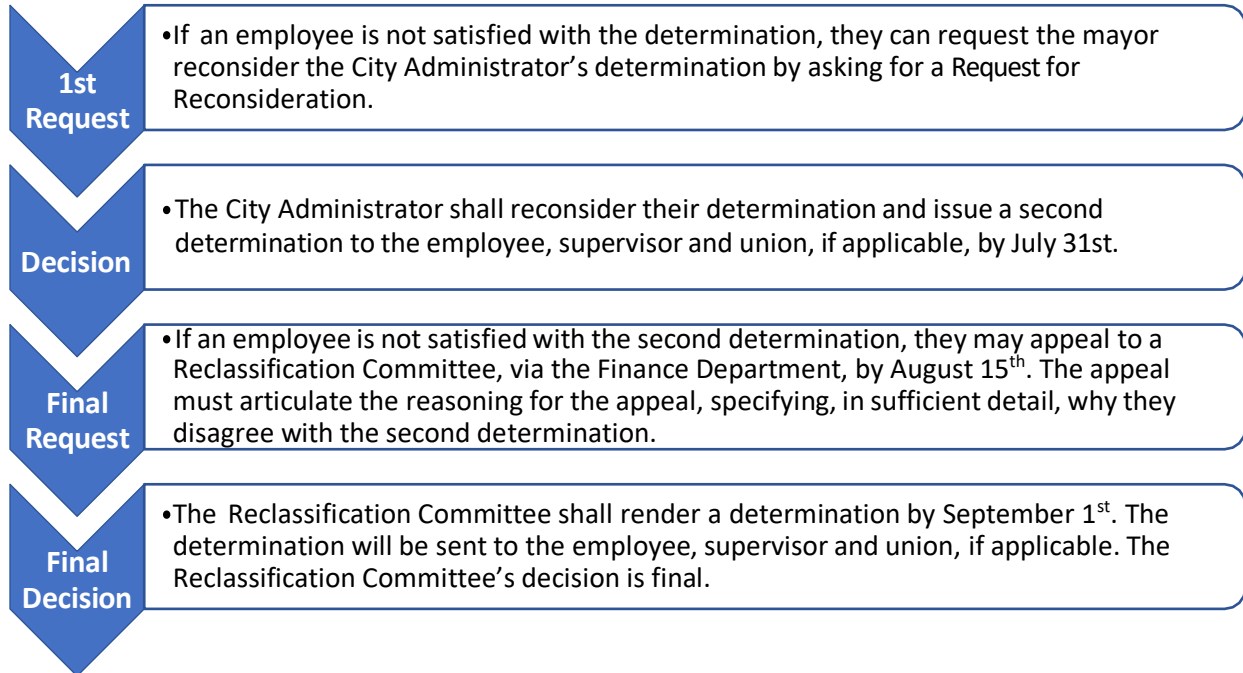
When there is a reclassification, any changes effected by the reclassification must be approved by the Duvall City Council during either the biennial or mid-biennial budget cycle. Reclassifications approved during the budget cycle take effect on January 1 of the following year. Exceptions to this process are rare and must be approved by the City Council during a regularly scheduled meeting.

Procedures for Employee Reclassification Requests



CLASSIFICATION & COMPENSATION

Appeal Process



The criteria that the City Council will evaluate in approving a reclassification or a reorganization are:

- Did the existing position add to or delete from duties and responsibilities contained in the job description?
- Does the request consolidate, reorganize, or reassign a position?
- Has the position had growth by the gradual addition or expansion of duties and responsibilities; or
- Did the position change such that the minimum qualifications for the position also change?

BENEFITS AND EMPLOYEE ACCOMODATIONS

BENEFITS ELIGIBILITY

The City of Duvall offers a comprehensive benefits program to its employees. This program offers a range of insurance coverage and paid time off from work. Eligibility for benefits may be based on an employee's regular authorized hours and may be impacted if an employee enters an unpaid, unprotected status.

Employees who are eligible for medical and dental benefits may also enroll their spouse or registered domestic partner and/or eligible dependents, including the dependent children of the spouse or registered domestic partner. An employee who terminates a domestic partnership is required to notify the Finance Department.

OPEN ENROLLMENT

Open Enrollment is your opportunity to make changes to your medical, dental, and vision plans. The City of Duvall currently offers the following plan choices. The City of Duvall's Open Enrollment period is November 1st through November 30th. You may enroll eligible dependents who are not currently covered at this time. An eligible dependent would be your spouse, married or unmarried children, stepchildren, or adopted children who are less than 26 years of age. All newly added dependents will be subject to dependent eligibility verification.

Medical: Regence BlueShield or Kaiser Permanente is offered for non-represented employees and Duvall Police employees. ***See Also: Kaiser Permanente Summary and Regence Health First 250 Plan Summary in the Appendix of this handbook.***

If you are a Teamsters Local 763 member, Medical Coverage is provided under AWC's Regence BlueShield HealthFirst* 250 program. ***See Also: Regence Health First 250 Plan Summary in the Appendix of this handbook.***

Dental: Delta Dental with Ortho or Willamette Dental is offered for non-represented employees and Duvall Police employees. ***See Also: Delta Dental, Ortho Rider for Delta Dental Summary, and Willamette Summary in the Appendix of this handbook.***

If you are a Teamsters Local 763 member, Dental Coverage is provided under the Delta Dental Service Plan. ***See Also: Delta Dental WA Teamsters Welfare Trust Summary in the Appendix of this handbook.***

Additionally, the City of Duvall offers vision coverage under the VSP plan. ***See Also: VSP Summary in the Appendix of this handbook.***

The City of Duvall is now offering an incentive of 50% of the premium if you opt out of medical coverage under the City. ***See Also: 21B Employee Medical Insurance Opt-Out form in the Appendix of this handbook.***

BENEFITS AND EMPLOYEE ACCOMODATIONS

RETIREMENT BENEFITS

The City of Duvall offers employees several opportunities to save for the future, including a pension through the Washington State Department of Retirement Systems (PERS), a voluntary Deferred Compensation Plan through Empower, and Social Security benefit contributions.

All full-time employees are required to participate in PERS. Part-time employees working 70 or more hours a month for five or more months in a calendar year in eligible positions may also be required to participate in PERS.

See Also: <http://www.drs.wa.gov/member/systems/pers/> for information regarding the PERS retirement system.

All bargaining unit members shall participate in the Western Conference of Teamsters Pension Trust Fund (the "Trust Fund").

EMPLOYEE ASSISTANCE PROGRAM

The City of Duvall supports programs aimed at assisting employees and their eligible dependents to resolve issues arising from emotional distress, family conflict, alcohol and drug abuse, as well as issues of grief and stress. It is recognized that these issues may harm an employee's personal health and job performance. As such, all full-time, part-time, and term-limited temporary employees are offered the opportunity to participate in an Employee Assistance Program (EAP) at no cost to them.

An employee's current job and future advancement will not be impacted by using EAP services. EAP records will be maintained confidentially. Supervisors, managers, and city administration may make a mandatory referral of an employee to the EAP, when appropriate, in response to performance or disciplinary issues. Employees may also refer themselves to the EAP. Employees attending EAP sessions, which are based on a mandatory referral made by the city, may use work time for these appointments. Voluntary EAP sessions organized by the city may also be attended during work time. Self-referencing employees must use an appropriate accrual type if they miss scheduled work time to participate in EAP services.

BENEFITS AND EMPLOYEE ACCOMODATIONS

COMMUTER TRANSPORTATION BENEFITS

The City of Duvall promotes a transportation management program to help decrease traffic congestion in the community, improve Puget Sound air quality, and comply with the Commute Trip Reduction Law, [RCW 70.94.551](#). The city aims to reduce the number of single-occupancy vehicle trips and vehicle miles traveled by employees to their workplaces, and to lower commuting-related costs and stress through its commuter benefit programs. The City of Duvall encourages supervisors and managers, when appropriate, to establish schedules that accommodate the use of transit, ridesharing, and alternative commuting methods.

DISABILITY, PREGNANCY, AND RELIGIOUS ACCOMMODATION

The City of Duvall provides reasonable accommodations to employees whose ability to perform the essential functions of their job is impacted by pregnancy, disability, or religion.

An employee should contact the City Administrator to request a reasonable accommodation. The City Administrator will partner with the employee through an interactive process to determine if a reasonable accommodation can be provided that would enable the employee to perform the essential functions of their job independently. If an employee is unable to perform the essential functions of their job, even with a reasonable accommodation, the City Administrator will work with the employee on a potential transfer to a vacant position for which they may be qualified and able to perform, work to identify other reasonable accommodation(s), such as a leave of absence, or propose a medical separation should no options exist.

Employees must assist and cooperate in the accommodation process. The process has the best chance of success if employees advise management of their need for accommodation and continue to work collaboratively and in good faith with the city during the accommodation process. As part of this obligation, employees are expected to maintain ongoing communication with the city administration, including during absences, and to provide and facilitate timely responses to the city's requests for relevant information regarding accommodation needs.

The City of Duvall is committed to maintaining employment with reasonable accommodation unless or until an accommodation causes an undue burden on the city or impacts the employee's ability to perform the essential functions of their job.

The goal of a temporary job accommodation is for an employee to return to the full scope of their position within six months or less. During a time of temporary accommodation, supervisors or Department Directors will interact with the employee to assess whether changes in the situation permit the restrictions to be lifted or reduced enough to allow the employee to perform the full scope of their position. This may include requests for follow-up documentation.

Reasonable accommodations of a long-term or permanent nature may require periodic recertification.

BENEFITS AND EMPLOYEE ACCOMODATIONS

ALTERNATIVE WORK ARRANGEMENTS AND TELECOMMUTING

The City of Duvall supports alternative work arrangements for employees whose responsibilities can be effectively accomplished outside of a city facility and/or outside a traditional work schedule, as long as the work requirements are met. The City of Duvall encourages employees to work alternative schedules to reduce traffic congestion by travelling off-peak hours and to assist in accommodating employees' personal and professional responsibilities.

Alternative work arrangements can be either temporary or ongoing and are subject to change as business needs evolve. Participation in alternative work arrangements is a privilege, not a right, and will only be granted to eligible employees in eligible positions where the overall work requirements can be met.

Employees wishing to alter their schedule from the one in which they were initially hired must request permission from their supervisor to establish an alternative work schedule. The supervisor must approve all requests for or changes to alternative work arrangements before the employee works that arrangement. All alternative arrangements must be reviewed and approved annually by the employee's supervisor and the Department Director, with oversight by the City Administrator.

It is understood that employees may need to adjust their work schedules (with supervisor approval) on any given day due to unexpected events or when they are asked to work an alternative schedule for a short period related to a particular project or event. These minor variations do not require recording as a new alternative work schedule.

An employee seeking approval for an alternative work arrangement must have:

- Demonstrated self-motivation, independence, and dependability in accomplishing work assignments;
- Overall exemplary performance;
- Clearly defined performance expectations and performance that can be judged either through the quality of work, quantity of tasks completed, or a combination of these factors;
- Passed probation; and
- Predictable face-to-face contact with co-workers, vendors, customers, and clients that can be managed through telephone, email, and/or virtual online communication during periods when the employee is not on-site. Should on-site meetings be requested, the employee is expected to attend in person.

Additionally, for telecommuting arrangements, the employee must:

- Have portable work, can be performed effectively outside the office, and does not require handling material or equipment that cannot be taken off-site;
- Acknowledge that they are fully responsible for achieving the high level of productivity that is expected at the office;
- Certify that they will not be providing substantial ongoing childcare for their

BENEFITS AND EMPLOYEE ACCOMODATIONS

- children or other dependents during identified work hours;
- Certify that they have an appropriate and safe working environment when off-site; and
- Have satisfied off-site workstation requirements, including availability of necessary equipment and ability to maintain security and confidentiality of data and intellectual property.

See Also: Personnel Policy 2025-01, Remote Work Policy; Personnel Policy 18-05, Personal Communication Devices Policy; and the policy regarding VPN access in the appendix of this handbook.

ADVANCING YOUR CAREER

PROBATIONARY PERIOD

Employees at the City of Duvall serve a probationary period. The probationary period allows the employee to learn job responsibilities and adjust to the new work environment, while also providing the supervisor with an opportunity to evaluate the new employee's work performance.

For the majority of job classifications, the probationary period is six months. Certain classifications serve a one-year probationary period under the terms of the applicable CBAs. Employees who are promoted, transferred, voluntarily demoted, or rehired may be required to serve an additional probationary period if they are placed in a classification different from their previously held classification. Time spent performing work in a special duty assignment or before a position reclassification may satisfy the probationary period requirement. A lateral transfer does not result in a new probationary period.

If a probationary period is to be extended, written notice of the extension must be given to the employee and should be provided prior to the probationary period's end. All probationary extensions must be coordinated through the City Administrator.

The following are examples of when a probationary period may be extended:

- The employee has had a leave of absence or vacation period that exceeds 15 calendar days during the probationary period.
- The employee's performance is not satisfactory, but the supervisor believes that with more time and supervision, the employee may succeed in the position. In such cases, the supervisor should develop a documented plan of action for improvement.
- Supervisor continuity is interrupted.
- The employee has failed to pass or achieve satisfactory completion of on-the-job training(s) or certification(s) required for the position.
- Work is cyclical or remote, and there has not been sufficient opportunity to evaluate all aspects of an employee's performance adequately.

Successful completion of the probationary period results in regular employment status. Employees whose performance is deemed unsatisfactory may be dismissed during the probationary period.

PERFORMANCE STANDARDS

The City of Duvall expects its employees to strive for excellence in the delivery of their job duties to the public. This requires high standards of individual performance for each employee. The city is committed to supporting employee success by providing the tools and training necessary to achieve excellent performance.

When an employee's job performance does not meet expectations, the supervisor will assist

ADVANCING YOUR CAREER

that employee by setting clear expectations, identifying areas of unsatisfactory performance, and indicating the corrections required to raise job performance to an acceptable level. This process will include sufficient time for the employee to meet expectations and job performance standards, make corrections, and seek any tools that facilitate improved performance. The ultimate responsibility to improve unsatisfactory performance rests with the employee. A low standard of performance, if uncorrected, may be the basis for corrective action up to and including termination. Insufficient performance may include inefficiency, poor or inaccurate service, unprofessional conduct, inappropriate behavior toward coworkers and others, including patrons, and, in some cases, failure to follow workplace policies and procedures.

PERFORMANCE REVIEWS

Performance reviews are designed to be a constructive process that enhances communication and encourages employees' growth and successful performance in their roles. The supervisor will discuss specific performance criteria, required competencies, goals, strengths, and areas of focus and/or growth. Formal reviews may be conducted during the probationary period and annually. Reviews may also be conducted at other times, if deemed appropriate by the supervisor.

Supervisors and managers will also review employee performance throughout the year, conducting informal discussions as needed. These conversations may include opportunities to commend the employee for excellent work performance or to take appropriate action for insufficient performance, if warranted.

LEARNING AND DEVELOPMENT

In a spirit of continuous learning and growth, the city will support employees by providing opportunities and encouragement for ongoing learning and development. Learning involves acquiring and improving job-related skills and knowledge. Development involves personal growth, preparation for promotion, and expansion of job duties.

The City of Duvall encourages learning and development to facilitate the achievement of its objectives and help employees realize their potential. Supervisors are encouraged, with the guidance and support of the City Administrator, to develop procedures and practices that create and foster a climate in which employees are challenged and encouraged to learn. The supervisor and the employee share responsibility for the employee's success in acquiring additional skills, taking on new and more responsible duties, and clearly identifying goals and new interests.

Training activities offered and provided by the city are aligned with the biennial or mid-biennial budget process.

VOLUNTARY TRAINING OPPORTUNITIES

Voluntary job-related training is an activity that is appropriate to the classification and will benefit the employee; however, they are not required to perform the essential functions of the position. If the training is available and funding permits, the city will cover up to 100% of all training costs and offer paid time off for attendance if the training is scheduled during the employee's typically scheduled shift. Supervisors are permitted to adjust schedules to accomplish the purpose of this provision.

Voluntary non-job-related training is not funded by the city, and paid time will not be provided for attendance. However, supervisors have the discretion to adjust schedules to accommodate employees who wish to take voluntary non-job-related training. Employees may request to use available accruals to cover any absences that would result in missing work for the training. Supervisors, when determining whether to adjust schedules to accommodate voluntary non-job-related training, should be guided by operational impact and equity in granting these requests.

WORK-RELATED TRAVEL FOR TRAININGS AND CONFERENCES

All travel-related expenses will be administered under the guidelines and procedures outlined in the Travel and Meals policy, located in the Appendix of this handbook, as amended from time to time. Questions regarding expenses related to travel and meals should be directed to the Finance Department.

See also: Travel and Meal policy in the appendix of this handbook.

ADVANCING YOUR CAREER

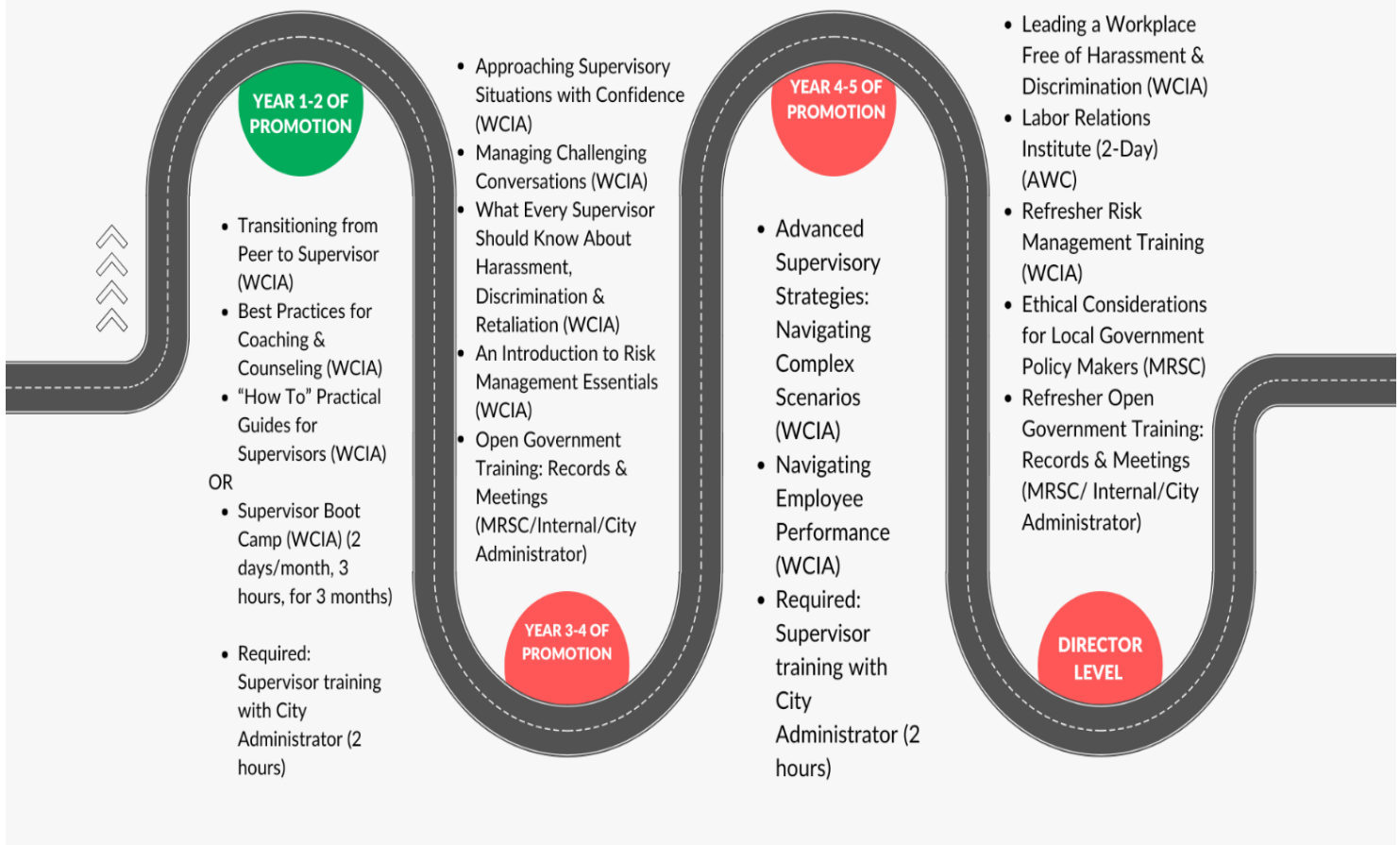
PROMOTIONAL OPPORTUNITIES

Promotion is the acceptance of a position that results in increased pay and/or benefits. At the time of promotion into a position of a higher salary grade, the employee’s rate of pay will increase to the next closest salary rate in the new range that is at least 5% higher than the employee’s former rate. Salary rates will not exceed the range maximum.

Employees are permitted, with Supervisor approval and when reasonable, to interview for other positions during paid work time, provided the scheduled interview falls within a time when the employee is usually scheduled to work.

Employees who are promoted into supervisory positions are expected to undergo training to advance their understanding and competence in supervising staff. The City of Duvall has identified a sample training path for supervisors regarding managing staff and addressing workplace management concerns.

CITY OF DUVALL SUPERVISOR TRAINING PLAN



OUT OF CLASSIFICATION ASSIGNMENTS

City of Duvall employees can be assigned job duties or functions in a classification that is at a higher pay rate than their normally assigned duties. Out-of-class assignments typically occur when an employee is in a temporary back-fill role for another employee or has been assigned job tasks that are included in a job description for a higher rate of pay. “Provisions in an applicable collective bargaining agreement guide out-of-class compensation rules.

SPECIAL DUTY ASSIGNMENTS

The city acknowledges that there may be instances where assigning an employee to special duty is necessary to meet the business needs of a department or work unit. Special duty assignments may be granted for the following reasons: vacancy backfill, leave of absence, grant-funded projects, term-limited capital improvement, information technology projects, or other operational imperatives.

Special duty assignments are granted in increments of time not to exceed one year, unless a grant or capital/IT project is designed to exceed one year, in which case the assignment is not to exceed three years. Assignments made for backfilling a medical leave, military service, or for an employee who is absent because of a special duty assignment may not exceed the term of the incumbent employee’s absence. Special duty may also be assigned for intermittent periods.

An employee assigned to special duty assumes all the terms and conditions of employment associated with the position to which they are assigned, while maintaining any union representation related to their base position. The written notice of a special duty assignment must include the job title, classification, rate of pay, specific duties being assigned, duration of assignment, and a statement that the assignment will not confer upon the employee any new right or privilege concerning appeal, transfer, demotion, promotion, or reinstatement.

Special duty assignments may not be granted retroactively and may be revoked at any time at the discretion of the Department Director or City Administrator.

Special Duty Compensation

An employee working in special duty, the provisions of a CBA do not otherwise cover that, shall have their pay increased to the first step of the pay range for the higher-level job classification or to a pay step in that pay range that provides an increase of approximately 5% above their current rate of pay, whichever is greater. If the pay rate for the special duty assignment is less than the employee’s base rate, they shall be compensated for the special duty assignment at the pay step in that pay range that is closest to, but does not exceed, the base rate. Where provisions of a collective bargaining agreement require higher pay for all work performed in a special duty assignment, compensation must be made under those agreements. Employees shall receive their annual step increase, if applicable, while on special duty assignment.

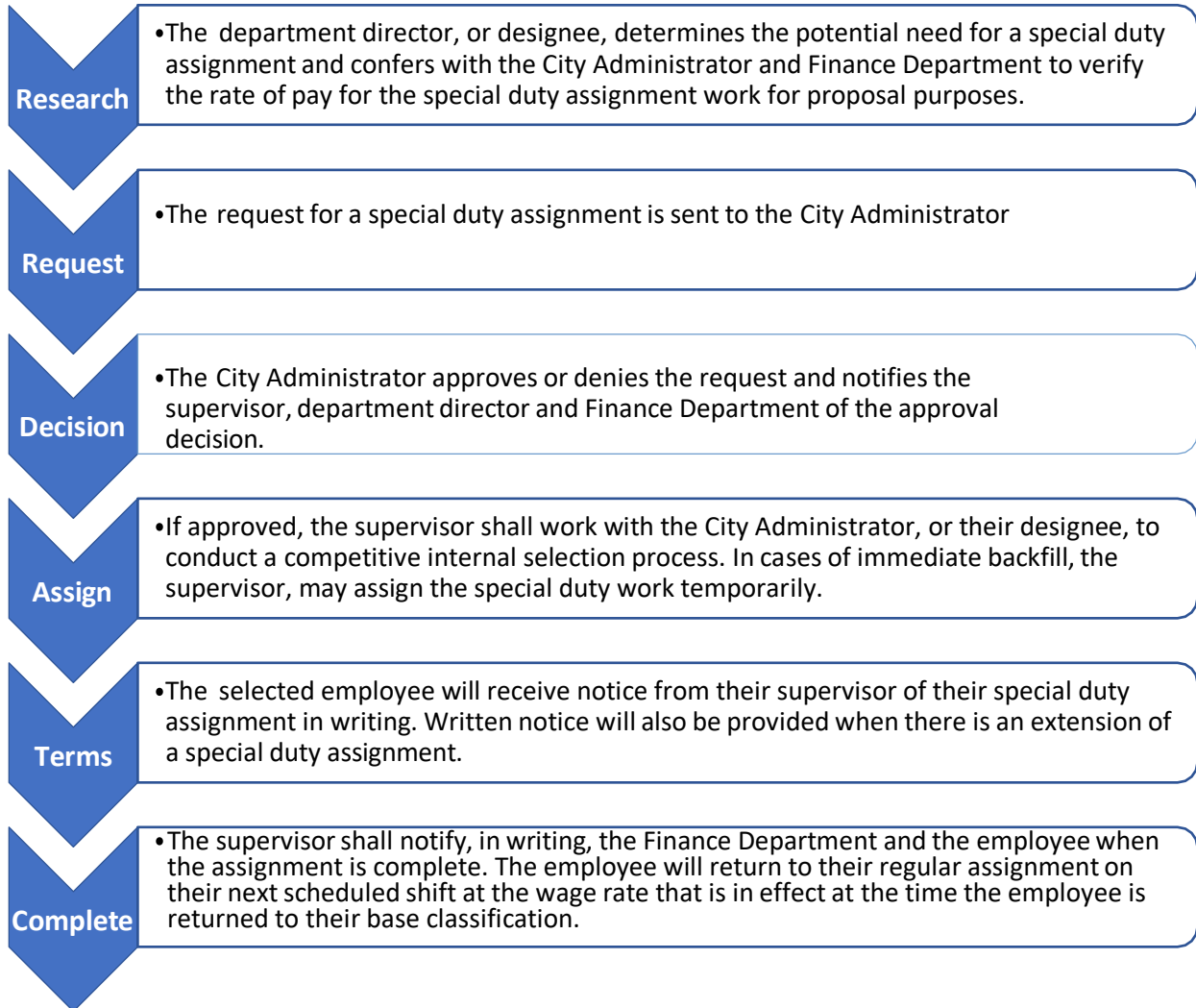
ADVANCING YOUR CAREER

An employee whose base classification is paid on an hourly basis and who is assigned special duty work in a FLSA-exempt classification will be paid as an FLSA-exempt employee during the special duty assignment. All policies for exempt employees apply, except that exempt employees are not eligible to receive administrative leave. Similarly, FLSA exempt employees who are assigned special duty in a classification paid on an hourly basis will be paid on an hourly basis during the special duty assignment. Special duty assignments that require employees to shift between hourly and exempt positions shall be made in one-week increments.

An employee working a special duty assignment for full hours shall receive their special duty rate for any use of paid accruals. Employees working special duty less than full hours or intermittently shall receive their base rate for any use of accruals. Pay for a special duty assignment shall not be considered part of an employee's pay rate for a pay rate determination as a result of promotion or reclassification; nor shall it be considered in the cash out of vacation or sick time at separation.

For intermittent special duty, special duty pay shall only apply during the actual performance of higher-level work and only if the higher-level work constitutes the majority of the work performed.

Procedures for Special Duty Assignments



ETHICS AND CONDUCT

ETHICAL STANDARDS

The City of Duvall expects employees to use good judgment when providing customer service to the community and in their interactions with other employees, the public, and outside contacts such as vendors. The city's ethical standards offer essential guidance and establish clear guidelines to help employees make informed decisions and use good judgment. Good judgment is about setting high standards for how residents and other employees are treated and business is conducted, and maintaining the trust of the city's constituents and taxpayers. Questions about how to apply sound judgment in any particular situation should be directed to a Department Director or City Administrator before taking any action that may impede an employee's ability to act or perform their duties in a way that displays good judgment.

See Also: Personnel Policy 18-03 Employee Ethics in the appendix of this handbook.

USE OF CITY RESOURCES

City employees may not use city resources in any form for personal benefit or gain, or for the benefit or gain of any other individual(s) or outside organization(s). Improper use of city resources may result in corrective action, up to and including termination of employment.

City employees should understand that their city email accounts, computer files, telephone records, and cell phone communications are not private and are subject to access by city administration, which may make them public through public disclosure laws. This may also include any work-related communications made on personal devices.

"Occasional", "brief," or "infrequent" use of a city resource is defined as use that is not more than once a day and/or only lasts a few minutes, so long as there is no disruption to an employee's work or the work of others.

Employees may use the city-provided email for limited personal communication only if it:

- Is of little or no cost to the city;
- Is brief and occurs infrequently;
- Does not interfere with official duties;
- Does not disrupt city business;
- Does not disrupt other employees or obligate them to make personal use of city resources; and
- Does not compromise the security or integrity of city property.

See Also: Personnel Policy 18-05 Personal Communication Devices in the appendix of this handbook.

ETHICS AND CONDUCT

USE OF CITY VEHICLES

The use of city vehicles is limited to city activities. The use of city vehicles for personal purposes is strictly prohibited, except in cases where an employee is authorized to purchase meals. In contrast, employees are on duty away from the work site or when specific vehicles have been assigned to them at the city's discretion.

IMPROPER GIFTS AND PAYMENTS

Employees may only accept gifts of nominal value that are in keeping with good business and ethical standards; do not violate any laws; do not in any way obligate the recipient (either legally or symbolically), other employees or members of their immediate families; and the public disclosure of which is not likely to harm the city's reputation.

Employees may not solicit or accept gifts of more than nominal value, commissions, payments, entertainment, services, loans, other benefits, or promises of future benefits from any person or entity relating to or occurring because of the employee's relationship to the city.

An acceptable gift meets the following criteria:

- Proportionate and nominal (not to exceed \$50);
- Given in a direct, transparent manner, avoiding any appearance of impropriety;
- Does not violate any laws;
- Not motivated (even in part) by a desire to influence or secure favorable treatment;
- Not motivated by any expectation of reciprocity;
- Never given in cash or cash equivalents; and
- Properly recorded and documented by the employee to their supervisor.

Gifts, loans, entertainment, travel expenses, payments, or contracts of value that have been solicited or encouraged by the recipient must be reported to their supervisor or Department Director for further review before any commitment is made or approved. When in doubt about whether a proposed gift is permissible, city employees must contact their supervisor, a Department Director, or the City Administrator for further review and clarification.

CONFLICTS OF INTEREST

City of Duvall employees may not engage in any act that might interfere or appear to interfere with the independent exercise of their judgment or performance of their official duties. Any city employee who becomes aware that they may have a potential conflict of interest, which arises out of the course of their official duties, shall notify their supervisor, in writing, of such potential conflict. The supervisor shall work with the Department Director or City Administrator to determine if the employee has acted in good faith and whether the conflict could have been or can be resolved. Continued engagement in a conflict of interest, without attempting to resolve the dispute, is grounds for discipline.

Conflicts of interest include, but are not limited to, situations where an employee directly or indirectly:

- Obtains any personal financial interest in any purchase, sale, or lease of service or property, by or for the city, when such financial interest was obtained based on the employee's prior knowledge of the city's confidential plans.
- Accepts or seeks special favors, conditions, or prices from a person or business having dealings with the city when the offer is made because the individual is an employee of the city, unless the service or price is being offered is made available to all city employees and is agreed to by the City Administrator or Mayor.
- Has an influence on any contract, sale, lease, or purchase on behalf of the city in which the employee has an interest, unless this is disclosed to the employee's supervisor and any appearance of influence can be eliminated.
- Abdicates decision-making responsibility regarding city business to a third party or contractor, or otherwise allows a third party/contractor excessive influence in city business decisions.
- Asserts or attempts to assert an influence in a decision involving anyone with whom the employee has a financial, professional, or personal relationship and who is trying to obtain employment with the city, unless this relationship has been acknowledged previously.
- Engages in a consensual romantic relationship with a direct report, or someone with whom indirect supervision may be provided, unless this is disclosed to the employee's supervisor and any appearance of influence can be eliminated.

ETHICS AND CONDUCT

OUTSIDE WORK

The following are examples of situations that could create or might appear to create the potential for a conflict of interest for an employee working in an outside business:

- If the outside business employs or otherwise involves other city employees, and/or
- If the outside business does any business with the city under contract, or provides information or services to businesses that contract with the city.

Any employee who has other employment, owns an outside business, or performs consulting services that would fall into either of the above categories must get approval from the City Administrator before commencing the work and/or employing other city employees.

Conducting outside business during an employee's regularly scheduled work hours may result in corrective action up to and including termination.

EMPLOYMENT OF RELATIVES

The City of Duvall recognizes that many employees have family members also employed by the city. It is permissible for family members to be hired by the city, provided they meet all hiring standards and requirements. However, it is incumbent upon employees, with the organization providing guidance, to avoid conflicts of interest among related city employees.

A family member is defined as a spouse/domestic partner, parent, child, grandparent, grandchild, sibling, children of a spouse/domestic partner, and in-laws in the preceding categories.

The following provisions apply to the employment of family members:

- Family members shall not be assigned to the same department within the city where one relative would have the authority or practical power to supervise, appoint, manage, remove, or discipline the other.
- Family members shall not be assigned to a position where one would be responsible for auditing the work of another or where they would have contact with the same negotiable instruments (e.g., currency, bank drafts, checks).
- Family members shall not be assigned where other circumstances exist that would place related employees in a situation of actual or reasonably foreseeable conflict between the interests of the city and their own.

Employees who come into conflict with these ethical standards through marriage, domestic partnership, or promotion may remain employed by the city. However, suppose the two are working in one of the situations described above. In that case, a transfer must be arranged for one of the employees within a reasonable time, typically not exceeding 90 days. If a position acceptable to the city and the employee is not available through transfer, one of the employees must resign.

ETHICS AND CONDUCT

SALES, CANVASSING, AND OTHER RELATED ACTIVITIES IN THE WORKPLACE

Individuals, groups, or organizations are not permitted to sell any goods or services or to solicit funds, signatures, or other forms of support on city premises. Employees may not use their positions within the city or utilize city facilities, letterhead, communication media, or other resources for political or other canvassing purposes, or for any other purpose that is not officially related to city programs, services, or functions.

The use of work time or other resources for canvassing for contributions and pledges, as well as the use of voluntary payroll deductions to collect funds for charitable, educational, or other related programs, is subject to the approval of the mayor.

At no time may city employees distribute leaflets, demonstrate, or solicit signatures or other forms of support in work areas. The limitations on the use of city resources are not intended. They shall not be used to infringe on the rights of employees, as individuals, to express freely and exchange views, and to associate with others. Instead, they are intended to preserve both the fact and the appearance of the city's impartiality and to prevent the misuse of city facilities and resources in ways that would compromise the city's independent, non-partisan status.

Individual employees are free to express personal opinions at work. Such expressions and/or canvassing should be conducted in non-work areas during non-work hours, should not disrupt or interrupt city activities, programs, and services, and may not infringe on the rights of others, including the right to work in a harassment-free workplace. Views relating to wages, hours, or working conditions should be expressed under the provisions of any applicable collective bargaining agreement and the National Labor Relations Act (NLRA).

EQUAL EMPLOYMENT OPPORTUNITY AND NONDISCRIMINATION

It is the policy of the City of Duvall to provide equal opportunity employment to all employees and applicants for employment. No person working at the city or applying for a position with the city will be discriminated against because of their gender, religion, ethnicity, age, national origin, sexual orientation, creed, marital status, gender identity, disability, veteran status, or any other reason prohibited by law. This policy applies to all terms, conditions, and privileges of employment, including hiring, promotion, training, selection to serve on committees, probation, transfer, compensation, benefits, lay-off, termination, and retirement.

Any discriminatory action found to have been committed by a city employee is prohibited by law and city policy and will be grounds for corrective action, up to and including termination. The City of Duvall affirmatively recognizes its responsibility to comply with nondiscrimination policies and laws of local, state, and federal agencies.

The City Administrator or designee serves as the Equal Employment Opportunity (EEO) Officer for the City of Duvall.

ETHICS AND CONDUCT

Complaints filed by an employee who feels subjected to discrimination should be reported immediately to their supervisor, a manager, department director, or the HR Department, in accordance with the policy.

See Also: Personnel Policy 18-01 Workplace Violence Prevention Policy and Personnel Policy 18-02 Anti-Harassment and Anti-Bullying Policy in the Appendix of this handbook.

As part of its policy regarding Equal Employment Opportunity and Nondiscrimination, the city is equally committed to prohibiting discrimination in the operation of city programs, activities, and services. As such, this policy also applies to volunteers, agents, groups, individuals, or organizations who use city facilities, to the extent provided by law.

See Also: Facility & Field Rental Policy on the City of Duvall website:

<https://www.duvallwa.gov/DocumentCenter/View/10898/Facilities-and-Field-Policy>

Complaints filed by members of the public must be made in writing or on an audiotape (i.e., voicemail) to the City Administrator within 15 days following the alleged violation. The complaint should include the name and address of the person filing it, as well as a brief description of the alleged violation, including any individuals involved or witnesses to the alleged infringement. An investigation will be initiated, and the City Administrator shall respond in writing, as requested by the complainant, within 90 days of receiving the complaint.

COMMITMENT TO A POSITIVE WORK ENVIRONMENT

The City of Duvall is committed to maintaining a work environment where employees feel comfortable and free from concerns about their personal well-being. The city strives to create an inclusive and supportive environment. The City of Duvall will not tolerate harassing or abusive behavior of any city employee toward or by any other person.

It is inappropriate and unacceptable for an employee to engage in verbal or physical conduct that is threatening, intimidating, or demeaning, as this may impair another employee's ability to perform their job effectively. Employees who are found to have engaged in verbal abuse (e.g., threatening statements, name-calling) or hostile or confrontational behavior directed at another employee or a member of the public will receive appropriate corrective action, up to and including termination. Any employee who is found to have physically abused another employee can expect to be terminated immediately.

The City of Duvall will not tolerate harassment of an employee by any other employee or member of the public, regardless of the position held by the person. Harassment based on race, sex, age, national origin, sexual orientation, disability, religion, gender identification, veteran status, color, creed, or marital status is a form of discrimination and, as such, is a violation of state and federal law as well as city policy. Harassment includes any unwelcome verbal, written, or physical conduct that threatens, intimidates, demeans, or unreasonably interferes with an employee's ability to perform their job. This includes the use of racially and/or sexually inappropriate language at work or while using city facilities, equipment, or computing systems.

ETHICS AND CONDUCT

Such behavior is unacceptable even though users may feel they do not have ill or hostile intent. The use of such language, regardless of intent, will not be tolerated by the city. Any employee found to have used such language is subject to corrective action, up to and including termination.

Sexual harassment is a form of gender discrimination. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when submission to such conduct is made a term or condition of an individual's employment (either explicitly or implicitly), submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, such conduct is so severe and pervasive that it has the purpose or effect of unreasonably interfering with an individual's work performance or such conduct creates an intimidating, hostile or offensive work environment. Sexual harassment may include a range of behaviors and may involve individuals of the same or different gender.

Any employee who feels they are subject to a hostile workplace, including but not limited to harassment, discrimination, or abusive behavior, should report incidents immediately to their supervisor or the City Administrator.

See Also: Personnel Policy 18-01 Workplace Violence Prevention Policy; Personnel Policy 18-02 Anti-Harassment and Anti-Bullying Policy, and City of Duvall Civility Policy in the Appendix of this handbook.

WHISTLE-BLOWER PROTECTION

City elected officials, officers, directors, employees, volunteers, and representatives are required to uphold high standards of ethics in the conduct of their duties and responsibilities. They are expected to practice honesty and integrity in fulfilling their responsibilities and to comply with all applicable laws, regulations, and policies.

Each member of the city administration has the responsibility to report actions that violate laws, regulations, or policy. In keeping with the city's commitment to fostering a community of integrity, trust, and support, employees who report a violation will be protected from any intimidation, discrimination, harassment, victimization, or other retaliation or adverse employment consequences that result from making the report.

All reports made under this policy, and investigations relating hereto, shall be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. Disclosure of such reports to individuals not involved in the investigation will be viewed as a serious disciplinary offense.

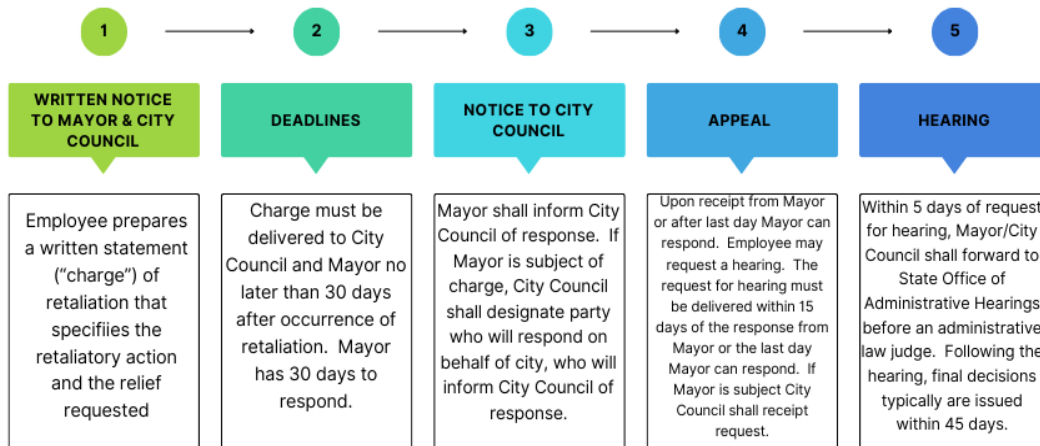
It is unlawful for any city official or employee to take retaliatory action against an employee because such employee provided information in good faith under this policy. Employees may contact the City Attorney for the City of Duvall if they have questions regarding their ability to report a violation of laws, regulations, or policies.

REPORTING IMPROPER GOVERNMENT ACTION

In compliance with applicable Washington State law ([RCW 42.41](#)), the City of Duvall encourages employees to report improper government action taken by any employee or member of government administration. This includes any action taken in the performance of official duties, whether or not the action is within the scope of the individual’s employment. Improper government action does not include personnel actions. Personnel actions include, but are not limited to, grievances, complaints, appointments, promotions, transfers, assignments, reassignments, reinstatements, restorations, reemployment, performance evaluations, reductions in pay, dismissals, or reprimands.

Employees who believe they have been retaliated against for reporting an improper governmental action should advise their supervisor, department director, City Administrator, or the Mayor of Duvall. Those city officials shall take appropriate action to investigate and address the report of retaliatory action. If the employee feels that their retaliation complaint has not been satisfactorily resolved, the employee may obtain protection as follows:

Retaliation Complaints



DISPUTE RESOLUTION

City employees have internal opportunities to resolve disputes arising out of issues concerning city policy or other workplace concerns. Recognizing that each individual has both a personal interest in and share of the responsibility for resolving their dispute, the city encourages and facilitates the use of voluntary dispute resolution processes.

Successful resolution of a dispute requires an open and honest exchange of information, a willingness to see a situation from a different perspective, an appreciation of the challenges and expectations of the work environment, neutral fact-finding, and adherence to established processes and procedures for resolving workplace differences. The City of Duvall is committed to providing individuals with the right to a safe, neutral process for resolving disputes, free from retaliation.

Employees are encouraged to attempt resolution of disputes at the lowest level possible through peer-to-peer interaction. When these efforts are unsatisfactory in resolving an issue, employees may use the informal procedures outlined below to resolve disputes or conflicts.

Pursuing a resolution through informal means does not preclude subsequent recourse to formal procedures if attempts at informal resolution fail to resolve the reported concern or dispute adequately.

Certain reports of prohibited, harassing, bullying, or retaliatory conduct, particularly those implicating violence, retaliation, or particularly severe harassment, may not be suitable for resolution through informal means. The city reserves the right to proceed with a formal investigation at any time and take immediate action as warranted.

All parties are encouraged to keep their matters private and confidential throughout the entire dispute resolution process. This preserves the integrity of information needed to effectively investigate, resolve, or mediate any dispute that might be addressed through informal dispute resolution.

There are circumstances where informal dispute resolution may not be applicable or where the dispute resolution process would not be suitable or appropriate. This includes, but is not limited to, complaints, disputes, objections or questions that arise from discipline, discharge, introductory service period release, interpretation of a CBA, classification, layoff or reduction in force, disputes being resolved through a grievance process under the terms of a CBA and cases involving criminal charges or other serious threats to persons or property.

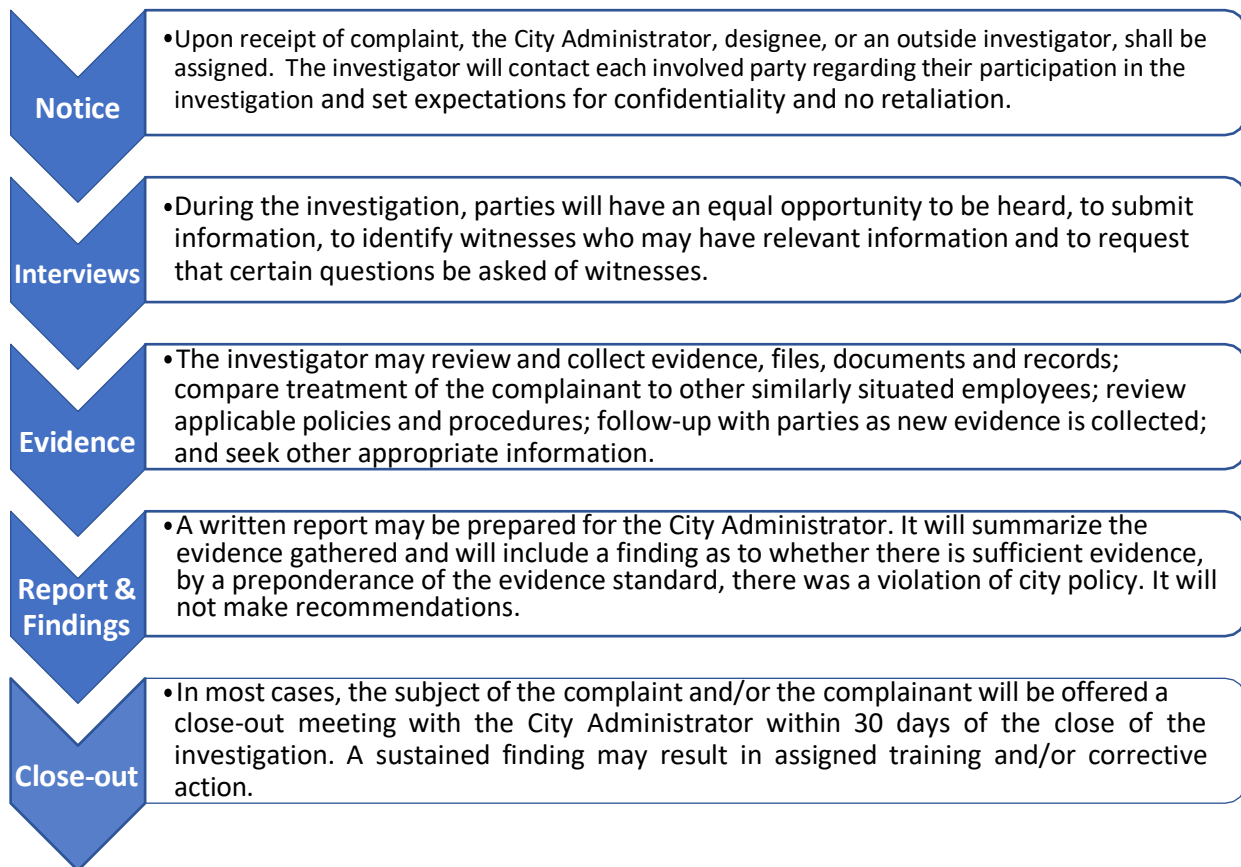
EMPLOYMENT-RELATED WORKPLACE INVESTIGATIONS

The city strives to respond effectively to employment-related complaints in the workplace. Therefore, it is in the city's interest to conduct consistent, competent, and effective workplace investigations. It is also in the city's interest to track and report on the progress of employment-related investigations.

Employees subject to an internal workplace investigation may be placed on paid administrative leave when their immediate removal from the workplace is in the best interests of the city. Paid administrative leave will only be authorized when necessary to protect city employees, resources, and interests (e.g., personal safety, retaliation prevention, workplace harassment).

Most investigations will be concluded within 60 days from the date the parties are notified that the complaint has been accepted for investigation. The timeline may be extended for good cause, which may exist if additional time is necessary to ensure the integrity and completeness of the investigation, to comply with a request by external law enforcement, or to accommodate the availability of witnesses. The City Administrator, or their designee, shall notify the complainant and the subject of the complaint if an extension of the timeline is needed.

Procedures for Investigations



DISCIPLINE STANDARDS

The City of Duvall progressively applies discipline to assure efficiency, fairness, safety, and consistency within the organization. Disciplinary action will be based on an evaluation of all facts, including the nature and extent of the violation. The City reserves the right to send an employee home with pay for the day to prevent an incident or behavior from escalating into a situation that may result in more severe disciplinary action. When such a situation occurs, a memo to that effect will be placed in the employee's personnel file.

The purpose of discipline is to be corrective. Progressive discipline is based on the premise that employees will correct their behavior once the importance of the misconduct has been emphasized and they have been given the opportunity to rectify the offending behavior. Generally, progressive discipline will involve multiple steps before a termination event. Each step in the process is designed to encourage employees to modify their behavior strongly. Each instance of a policy violation will not always result in the same order or level of discipline. In cases of serious offenses, the city may find it appropriate to terminate an employee's employment effective immediately.

ETHICS AND CONDUCT

In many instances, disciplinary action begins with a verbal warning, then is followed by a counseling letter, written warning, or reprimand, and may culminate in a suspension of varying length and/or termination. Letters of Corrective Counseling, Written Reprimands, along with documentation of a suspension, demotion, or termination, are placed in the employee's personnel file.

Any disciplinary action taken by the City of Duvall will be under applicable rules, policies, and/or CBAs. The level of disciplinary action may vary relative to several factors, including whether the offense is repeated despite coaching, counseling, and/or training, the employee's work record, and the impact of particular behavior on city operations.

The city has identified specific behaviors that may constitute grounds for discipline. Those behaviors include, but are not limited to, the following:

- Destruction, damage, or avoidable waste of city resources, sabotage, or unauthorized use of property that does not belong to the employee.
- Dishonesty or theft, including deliberate destruction, damage, or unauthorized removal of another employee's property from city premises.
- Unwillingness to perform assigned work.
- Withholding information or falsification of employment records or other records required in the transaction of city business.
- Insubordination, including refusal or failure to follow instructions or perform assigned work.
- Reporting for or performing work for the city under the influence of alcohol, marijuana, narcotics, or other controlled substances.
- Possession of weapons, alcohol, marijuana, narcotics, or controlled substances on city premises or in city vehicles.
- Absence without proper notification, excessive absenteeism not otherwise authorized by law, or insufficient reasons for absenteeism.
- Habitual tardiness not under an approved accommodation.
- Failure to observe safety practices, rules, regulations, and instructions.
- Failure to immediately report an on-the-job injury or accident involving an employee, resident, equipment, or property.
- Negligence resulting in injury to others or to city property.
- Failure to comply with city policies, procedures, or guidelines.
- Failure to be courteous and helpful to residents and/or members of the community.
- Misrepresenting yourself as speaking for the city and making statements or taking other actions that are intended to or could reasonably be expected to damage the integrity or reputation of the City of Duvall.
- Harassment, in any form, or unlawful discrimination toward employees or members of the public.
- Working outside of authorized hours or incurring overtime without supervisor approval.

It is understood that the above-mentioned grounds for discipline are not exhaustive. Employees of the Duvall Police Department are also responsible for complying with the Department's policies, procedures, and operating procedures specific to their workplace and job duties.

DISCIPLINE CONTINUUM

The guidance provided in this section is general in nature. All discipline imposed by the City of Duvall will be guided by provisions in an applicable collective bargaining agreement or by principles of legal cause.

Verbal Counseling

The purpose of verbal counseling is to inform the employee that their performance or behavior needs improvement. Counseling is often the first step, before engaging in progressive discipline, when more severe action is not immediately necessary. Ideally, verbal counseling should be given to the employee in private and free from interruption to protect the confidentiality of the conversation. Verbal counseling should be part of a conversation, with the employee being able to ask questions and the supervisor responding to ensure the employee fully understands the issue, what is expected to correct the problem, and the consequences of failing to correct it.

Letter of Corrective Counseling

A Letter of Corrective Counseling is a non-disciplinary letter issued to an employee for minor or low-level violations of city policy or behavioral standards. A Letter of Corrective Counseling is intended to immediately correct behavior without resorting to formal discipline.

Letters of Corrective Counseling are placed in the employee's personnel file for a period of one year and will be automatically removed, provided that no similar repeated behavior has occurred. A copy is also provided to the employees' union, if applicable.

Written Reprimand

The purpose of a Written Reprimand is to provide formal disciplinary notice to an employee of a behavioral issue that must be corrected immediately or to document a significant policy violation. Supervisors should contact the City Administrator for assistance and guidance when preparing a Written Reprimand. A copy of the Written Reprimand will be placed in the employee's personnel file, with a copy to the employee and their union, if applicable.

Suspension/Demotion/Termination

Supervisors should consult with the City Administrator before proposing the formal action of suspending, demoting, or terminating an employee. Suspension without pay is generally taken in cases involving serious misconduct or chronic behavioral issues that another, lesser response did not or will not correct. Demotion is considered in cases involving chronic behavior problems where suspensions have been ineffective. Termination, or discharge, is pursued when management is satisfied that the employee has been given every opportunity to meet behavior and performance standards and has clearly failed to do so, or the violation is so significant that no other response is appropriate.

If the proposed discipline involves a suspension, reduction in pay, demotion, or termination, the supervisor shall prepare a Notice of Proposed Disciplinary Action to be given to the employee with a copy to their union, if applicable. The Notice shall explain the employee's right to a meeting with the Mayor, City Administrator, or designee before discipline is formally implemented.

If applicable, following the pre-disciplinary meeting, the Mayor, City Administrator, or designee shall review all available information, including the employee's response, if any, and determine whether the proposed action should be implemented as outlined initially, in a modified version, or not taken at all. A Notice of Decision shall be prepared to document the decision-making process and placed in the employee's personnel file with a copy to the employee and their union, if applicable.

Final Written Warning

Final Written Warnings are proposed in cases of serious misconduct. They serve as the one and only reminder to correct behavior before a terminable event if the behavior giving rise to the Final Written Warning occurs again. A copy of the Final Written Warning will be placed in the employee's personnel file, with a copy to the employee and their union, if applicable.

DEPARTING EMPLOYEES

RESIGNATION EXPECTATIONS

It is desirable for employees who wish to resign their position voluntarily to provide as much notice as possible of a desire to separate from employment with the City of Duvall. Resignation is effective upon the immediate supervisor or designee accepting either the verbal or written offer to resign, regardless of whether the employee remains in their position during the period leading up to the separation date. Employees who have given notice of resignation but continue to work in their position until a later separation date are expected to fulfill the standard requirements of the position, including attendance, punctuality, and performance expectations. Employees who do not return from a leave of absence are considered to have voluntarily separated or resigned.

RETIREMENT

Employees planning to retire should inform their supervisor and contact the Finance department as soon as possible. The Finance department will assist retiring employees with the necessary processes, depending on each employee's situation.

INVOLUNTARY SEPARATION

Employees may be involuntarily separated for many reasons, including, but not limited to, disciplinary cause, workforce reductions, technological displacement, reorganization of a work unit, or failure to meet performance expectations. Employees who are involuntarily separated shall be provided with a written statement outlining the cause for separation within ten days of separation. In most cases, employees will receive written notification of the reason for separation, regardless of whether they make a formal request.

BENEFITS AT SEPARATION

Employees who have completed their initial probationary period are entitled to receive pay for accrued vacation, pursuant to the terms of their collective bargaining agreement or under city policy or municipal code, as authorized by the Duvall City Council.

Insurance coverage ends on the last day of the month in which an employee separates from employment. An employee may elect to continue medical/dental coverage at their own expense after separation from employment.

Employees who leave city employment and are rehired within 30 days are entitled to coverage under the Employee Benefits Program from the date of rehire. Such employees will also be entitled to restoration of retirement credit and time credit towards the vacation accrual rates eligibility as of their original date of hire. No prior credit is given to employees who are rehired after the 30-day period. Sick time credit (less any time that was paid for at the date of separation) will be restored should the city rehire an employee within 12 months.

Separation Checklist

Notify Supervisor and Finance Department

- Send an email to your Supervisor and the Finance Department of your expected separation date, noting if you are separating due to retirement.

Mailing Address and Contact Information

- Ensure the city has your current mailing address to ensure delivery of your final paycheck and any benefits information.

Equipment Return

- Turn in your ID badge, keys, all city property, including computer and phone to your supervisor on your last day of employment.

Benefits

- Your employee benefits continue through the last day of the month in which you leave employment. Decide whether to continue your city medical, dental, and vision coverage through COBRA.

Retirement Benefits

- Decide how to handle your Washington State Department of Retirement Systems (DRS) retirement plan. If you are not retiring, you have 3 options:
 - Leave your contributions in your plan. If you return to an eligible DRS position, you can resume contributions and keep your service credits.
 - Transfer or roll over funds to a qualified tax-deferred retirement account. Note: you will lose your service credits.
 - Withdraw your contributions, subject to penalties and taxes. Note: You will lose your service credits.

ACKNOWLEDGEMENT PAGE

The City of Duvall Employee Handbook is an important document intended to help you become and remain familiar with the city and its policies. These policies encompass those outlined in the Handbook and its appendices.

Please initial beside each statement below to indicate your receipt and acknowledgement of this Handbook.

_____ I have received a copy of and/or a link to the City of Duvall Employee Handbook and understand that I am responsible for reading, understanding, and adhering to the policies and rules described and referenced within it. I also understand that they are subject to change at the discretion of the city, in compliance with applicable bargaining agreements.

_____ I understand that I may ask either my supervisor, the Finance Department, or the City Administrator any questions regarding the content of the Handbook or any referenced policies if I am unclear.

_____ I further understand that no contract of employment has been expressed or implied and that no circumstance arising out of my service will alter my “at will” status, if applicable.

My signature below indicates that I have read, understood, and agree to the above statements.

Employee Signature

Date

Employee Name (printed)

APPENDIX A

TITLE:	Prevention of Workplace Violence Policy		
POLICY NUMBER:	18-01		
EFFECTIVE DATE:	August 23, 2018		
APPROVED BY:	Name: CAREY HERT	Title: Deputy City Administrator	
ATTORNEY REVIEW:	WCIA & Kristin Anger (Summit Law)		
REVISION DATE:	N/A		

PURPOSE: To provide management and employees with guidance and procedures on the prevention of violence in the workplace.

DEPARTMENTS AFFECTED: All City of Duvall Departments

REFERENCES: Dangerous Weapons, RCW 9.41.250

PROCEDURES:

- I. The City of Duvall will not tolerate any acts of workplace violence against persons or property. All acts of violence are treated seriously. Each act of violence will be dealt with promptly and appropriately, utilizing administrative, managerial, legal, and disciplinary actions to minimize risk to employees, customers, and property. Because of the potential for misunderstanding, joking about workplace violence is also prohibited.
- II. **Definitions.** "Workplace Violence" means any verbal or physical action that is communicated or reasonably perceived as a threat, harassment, abuse, intimidation, or personal contact, and that produces fear, or causes or has the potential to cause bodily harm or damage to property. Workplace violence may involve family, friends, strangers, co-workers, or customers.
- III. **Preventing Violence in the Workplace.** The City of Duvall recognizes that most serious incidents of workplace violence represent a personal crisis that the individual is unable or unwilling to solve alone. Intervention at an early stage provides the individual with the necessary assistance to resolve these issues, prevent escalation, and allow continued productive employment.
- IV. **Dangerous Weapons Prohibited.** Except for commissioned law enforcement personnel, City employees are prohibited from possessing, storing, or using dangerous weapons while on City property or in City vehicles. For the purposes of these procedures, "dangerous weapons" includes firearms and other dangerous weapons as indicated in RCW 9.41.250. The City reserves the right to search City property and vehicles when the City determines that such a search is a reasonable and necessary precaution for workplace safety.

- V. **Employee Assistance Program.** Employees and supervisors have access to confidential professional assistance through the City's Employee Assistance Program. The program offers guidance, assessments, and case reviews to assist management in developing effective intervention strategies and informed decisions that prevent violent incidents from occurring. The program can refer employees to outside professional agencies that can provide evaluations, diagnoses, and treatment plans.
- VI. **Responsibilities.** All employees are responsible for refraining from participating in violent actions. Additionally, all employees should report to management any threatening or dangerous situations that occur within the workplace or that affect their work environment. This includes the notification of management of a court-issued restraining order filed on behalf of an employee that prohibits the subject of the order from contacting the employee at work. In the event an employee reasonably believes that a situation with an aggressive employee, guest, constituent, contractor or other party may immediately become violent and may put the employee or others in imminent danger at the work site, the employee should promptly leave the work area and report to his/her supervisor (and/or Human Resources). Depending on the circumstances, the employee may first call 911 and/or try and secure the area and see that no other individuals are potentially at risk. No disciplinary action shall be taken against any employee who leaves a **work** area when the employee has a reasonable belief that an emerging situation with an aggressive person is likely to turn violent at that time. The supervisor should take immediate action by calling 911 (if warranted) and contacting Human Resources.

APPENDIX B

TITLE:	Anti-Harassment / Anti-Bullying Policy	
POLICY NUMBER:	18-02	
EFFECTIVE DATE:	August 23, 2018	
APPROVED BY:	Name: CAREY HERT	Title: Deputy City Administrator
ATTORNEY REVIEW:	WCIA & Kristin Anger (Summit Law)	
REVISION DATE:	N/A	

EMPLOYMENT

Note to Supervisors: The following two policies are among the most important ones for the City. The appropriate and consistent interpretation of these policies is the responsibility of every supervisor. If you have any questions about the implementation of these policies generally or to specific situations that arise in the workplace, please discuss it with the City Administrator **before** answering an employee's question, responding to an employee's concerns, or taking any adverse actions against an employee.

Equal Employment Opportunity Policy

The City of Duvall is an Equal Opportunity Employer. All employees have the right to work in a discrimination-free environment. The City will not permit or condone any unlawful discrimination in the workplace. All employment decisions will be made without regard to race, color, sex, sexual orientation, creed, religion, age, marital status, national origin, disability, genetic information, military or honorably discharged veteran status, or any other basis prohibited by state, local or federal laws. Anyone with a protected disability will be reasonably accommodated as appropriate under the law.

If you experience or witness conduct that you feel is discriminatory, please be sure to raise the matter for discussion and review so that the City can investigate and take appropriate action. You are encouraged to approach your supervisor or the City Administrator, as you feel necessary. The City will not tolerate retaliation against an employee who raises a good-faith concern about potential discrimination.

Workplace Anti-Harassment Policy

It is the City of Duvall's policy to foster and maintain a work environment free from unlawful discrimination, harassment, and intimidation. Toward this end, the City will not tolerate unlawful harassment of any employee, whether from a co-worker, member of the public, or other third party, nor will the City tolerate harassment by any employee toward any third party. Employees are expected to show respect for one another and the public at all times, regardless of individual differences.

Harassment is defined as verbal or physical conduct that demeans or shows hostility or aversion toward another employee or member of the public due to that individual's race, color, sex, sexual orientation,

religion, disability, age, military or marital status, or any other status protected by law. Examples of unlawful harassment include, but are not limited to, slurs or demeaning comments to employees or members of the public relating to race, ethnic background, gender, religion, sexual orientation (including gender identity), age, disability, marital status, military status or any other legally protected status; however, the victim of harassment need not be a member of any protected category in order for harassment to occur. Any conduct implicating a protected status that has the effect of substantially interfering with an employee's work performance or creating an intimidating, hostile or offensive work environment may be considered harassment. Any harassment of a fellow employee or member of the public will be cause for disciplinary action, up to and including termination of employment.

Examples of behaviors which are inappropriate and/or illegal on the job, referring to (but not limited to) gender, ethnic background, or race, include:

Negative or offensive comments, jokes, slang names or labels, talking about or calling attention to another employee's physical or mental capacity in a derogatory or offensive manner, or displaying nude or sexual pictures, cartoons, or calendars on City property.

(See Discrimination/Harassment Complaint Procedure, below, for guidance on what to do if you or a coworker experiences harassment.)

Sexual Harassment Prohibited

Sexual harassment is a form of discrimination, is illegal and violates federal and state law and the City's policies. Sexual harassment is also inappropriate and offensive and will not be tolerated by the City of Duvall. The City considers sexual harassment a serious offense, and an employee who harasses other employees or members of the public will be disciplined as in any other case of serious employee misconduct.

Sexual harassment is generally defined as:

any deliberate or repeated unsolicited behavior of a sexual nature which is unwelcome to the recipient, which causes the recipient discomfort or humiliation or which interferes with the recipient's work performance, or any incident in which a supervisor uses implicit or explicit coercive sexual behavior or influence to affect the career, salary, or employment of another employee or prospective employee.

Sexual harassment does not refer to welcome conversation or compliments of a socially acceptable nature. It refers to behavior that is not welcome and which is personally offensive, interfering with the effectiveness, or creating discomfort on the job.

Written examples of sexual harassment include suggestive or obscene letters, emails, notes, and invitations. Verbal examples include derogatory comments, slurs, unwanted sexual comments, suggestions, jokes, or pressure for sexual favors. Physical examples include assault, pats or squeezes, repeated brushing against someone's body, touching, impeding, or blocking movements. Visual examples include leering, sexually-oriented gestures, or display of sexually suggestive or derogatory objects, pictures, cartoons, or posters. Other examples include the threat or insinuation that lack of sexual favors will result in reprisal, such as withholding support for job appointment, promotion, or transfer; rejection on trial period; punitive actions; change of assignments; or a poor performance report.

For example, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct constitute sexual harassment when:

- It is part of a manager's or supervisor's decision to hire or fire;
- It is used to make other employment decisions like pay, promotion, or job assignments;
- or
- It creates an intimidating, hostile, or offensive work environment.

It is the policy of the City of Duvall to prevent and eliminate sexual harassment in the workplace, as well as to mitigate any effects that sexual harassment may have on the working conditions or work environment of an employee. In response to reports of sexual harassment, the City will seek to protect all parties involved from retaliation, false accusations, or future harassment and, where appropriate, will take prompt and adequate remedial measures.

Employees engaging in sexual harassment are subject to discipline, up to and including termination. (See the following Discrimination/Harassment Complaint Procedure for guidance on what to do if you or a co-worker experiences sexual harassment.)

Prohibition on Workplace Bullying

Consistent with its commitment to provide a respectful workplace, the City also prohibits workplace bullying. This prohibition applies to all activities which take place on the City's premises (including interpersonal and electronic communications), or which are conducted during any employment-related duties or activities, including conferences, training sessions, travel, and social functions.

Bullying includes any inappropriate conduct or comment by a person towards a co-worker that the person knew or reasonably ought to have known would cause that co-worker to be humiliated or intimidated. Workplace bullying does not include any reasonable action taken by an employer or supervisor in relation to the management and direction of workers or the workplace.

Bullying is often characterized by insulting, hurtful, hostile, vindictive, cruel, or malicious behaviors that undermine, disrupt, or negatively impact another's ability to do his or her job and result in a harmful work environment. Bullying may be the result of deliberate intention or not.

It is essential to recognize that the impact of the behavior on others, rather than the intent, determines whether bullying has occurred. Depending upon the severity and impact of the behavior, a single significant incident may constitute bullying if it is found to be sufficiently offensive, threatening, or intimidating. To determine whether or not bullying has occurred, each situation must be examined reasonably and objectively, based on its specific facts.

Examples of conduct or comments that might constitute bullying include:

- verbal, written, or physical threats and intimidation;
- insulting or derogatory remarks, gestures, or actions;
- shouting, yelling;
- swearing and calling someone derogatory names;
- targeting an individual through persistent, unwarranted criticism;
- public ridicule;
- vandalizing personal belongings; or
- spreading malicious rumors, gossip, or negative innuendo. Bullying would

not include:

- the regular exercise of supervisory responsibilities, including performance reviews, direction, counseling, and disciplinary action where necessary, provided they are conducted in a respectful, professional manner;
- social interactions involving jokes and bantering that are mutually acceptable, provided the interactions are respectful and there is no negative impact on others in the work environment; or
- disagreements, misunderstandings, miscommunication, and/or conflict situations, provided the behavior of the individuals involved remains professional and respectful.

Discrimination/Harassment/Bullying/Retaliation Complaint Procedure

Each employee is responsible for creating an atmosphere free of discrimination, unlawful harassment, and bullying behavior in any form. Each employee is responsible for respecting the rights of co-workers and others, including the citizens we serve.

The procedure an employee is to follow: The following procedure outlines the steps an employee should follow if the employee believes he/she is experiencing harassment, discrimination, or bullying on the job:

1) If comfortable doing so, identify the offensive behavior to the individual engaging in the behavior and request that it stop. If such informal, direct communication is impractical or uncomfortable, or if the offensive behavior does not immediately cease:

2) Report the incident(s) to the immediate non-involved supervisor within the department, the department director, or the City Administrator.

Where possible, this should include the specific allegation, date of the occurrence, the individuals involved, and the names of any witnesses. A non-involved supervisor is defined as the first supervisor in an employee's department who is neither the subject of the complaint nor otherwise involved in the improper behavior. In the event that there is no non-involved supervisor, and the behavior involves the department director and the City Administrator, the employee should report the incident to the City Attorney.

No employee will suffer retaliation for reporting a good-faith concern. Any employee involved in reporting a concern or who participates in an investigation may request that their identity be kept confidential. City officials and those involved in the investigation will honor this request to the extent possible, subject to applicable laws, business necessity, and the needs of the investigation. Confidentiality, however, cannot be guaranteed.

Employees are encouraged to take all necessary action to correct a workplace problem or harassment, so that problems can be identified and addressed. They should not refrain from taking these steps due to a fear of retaliation. If retaliation occurs, promptly report such conduct in the same manner as outlined in this Section. Upon receiving a prompt complaint from employees, the City will take all necessary steps to address a problem of harassment, discrimination, bullying, or retaliation in the workplace and will assist the affected employee if further issues arise. Thus, employees are encouraged to utilize these procedures to resolve concerns about workplace discrimination before it allows such conduct to interfere with their performance or affect their satisfaction with the workplace.

The procedure a supervisor is to follow: Supervisors who are aware of situations involving discrimination, harassment, bullying, or retaliation must respond to such situations regardless of whether or not a complaint is received. Supervisors who receive complaints or become aware of such incidents must:

- 1) Take prompt action to ensure the behavior is not repeated; and
- 2) Promptly notify the appropriate director and the City Administrator of the allegations, including all information known to or received by the supervisor.

Supervisors shall be required to take the above steps and may be subject to disciplinary action if they fail to do so.

The investigation process: Employees are prohibited from interfering in any investigation or retaliating against anyone who in good faith has filed a complaint or participated in an investigation of such a complaint.

Where an investigation is warranted, the City Administrator, City Attorney, or an outside investigator appointed by the City Mayor will initiate an investigation within a reasonable period of time after receiving the report of alleged harassment. In determining whether alleged conduct constitutes harassment, the totality of circumstances, the nature of the behavior, and the context in which the alleged incidents occurred will be investigated. Confidentiality will be maintained to the extent permitted by Law.

The investigation will focus on determining the facts surrounding the allegations. If warranted, a comparison will be made between the treatment of others and that of the employee allegedly affected to determine whether others have also been treated in the same manner. If, during the course of investigation, the investigator finds evidence of harassment involving other employees, the investigator shall either expand the original investigation to include the new matter or recommend that the City initiate a separate investigation.

The investigator shall advise the accused person of the allegations and afford them an opportunity to reply. The employee shall also be advised that any retaliation will be subject to disciplinary action, regardless of the outcome of the investigation.

Nothing shall limit the City's authority to modify policies or practices to correct any appearance of harassment without finding cause for disciplinary action or taking any disciplinary action. If an investigation determines the accused employee engaged in harassment, discrimination, or bullying, appropriate action will be taken, as in the case of any other serious employee misconduct. Such actions may include issuing warnings, verbal and/or written reprimands, placing a letter in the employee's file, or taking disciplinary actions such as transfer, demotion, suspension, or termination. An employee may, at his or her request, have a statement of rebuttal or correction placed in their personnel file. Nothing limits the City's authority to modify policies or practices to correct any appearance of harassment or bullying, without finding cause for disciplinary action or taking any disciplinary action.

Employees participating in an investigation may be directed to refrain from discussing the investigation process, interviews, or issues under investigation to prevent the spread of harmful gossip and to prevent the possibility of compromising the investigation. This directive, if applied, does not prevent union employees from discussing the investigation with their union representative.



ACKNOWLEDGMENT OF RECEIPT OF POLICIES

I acknowledge that I have received a copy of the City of Duvall. Policies, referenced below, and I agree to read through them, and if there is any policy or provision that I do not understand, I will seek clarification from my supervisor or City Administration.

Prevention of Workplace Violence Policy #18-01

I acknowledge that I have read and understand the City of Duvall's Prevention of Workplace Violence Policy. I understand that failure to comply with the provisions of this policy may result in disciplinary action.

Anti-Harassment / Anti-Bullying Policy #18-02

I acknowledge that I have read and understand the City of Duvall's Anti-Harassment/ Anti-Bullying Policy. I understand that failure to follow the provisions of this policy could lead to disciplinary action.

Please sign and date below, then return to a Finance Associate/Payroll at City Hall

Employee Printed Name: _____ Date: _____

Employee Signature: _____

APPENDIX C

TITLE:	Employee Ethics Policy	
POLICY NUMBER:	18-03	
EFFECTIVE DATE:	January 8, 2019	
APPROVED BY:	Name: CAREY HERT	Title: Deputy City Administrator
ATTORNEY REVIEW:	WCIA & Kristin Anger (Summit Law)	
REVISION DATE:	N/A	

Employee Ethics

The City's primary function is to serve the citizens of Duvall. A central tenet of achieving this goal relies on treating the public as its most valuable customer.

In keeping with our core values, the City expects that all employees will serve our citizens in a manner that is professional, fair, courteous, effective, efficient, and helpful. The City trusts and expects that its employees' decisions and actions will be guided by sensible judgement, personal responsibility, and the following ethical principles:

- Tact and courtesy in all interactions, including members of the public, City officials, and fellow employees;
- Uphold the City's policies in a clear and consistent manner at all times;
- Make unbiased decisions and use authority fairly and responsibly;
- Avoid decisions or actions that might result in or give the impression of providing preferential treatment or privileged information to any person;
- impartially conduct City business, disclosing all potential conflicts of interest;
- Advocate for an environment of public trust by upholding our core values;
- Be good stewards of the City's resources, grounds, facilities, and equipment;
- Use position or City resources only for legitimate City business and not for personal gain; and
- Be mindful of how others may perceive actions.

Employees must also comply with all applicable requirements of RCW 42.20 and 42.23. No City employee may engage in any act that is in conflict with, or creates an appearance of conflict with, the performance of official duties.

Conflicts of Interest

Employees who become aware of an actual or apparent conflict of interest regarding any matter in which they have decision-making authority must disclose the conflict to their immediate supervisor. If their supervisor agrees that a conflict exists after consultation with the City Attorney or Human Resources Department, employees must excuse themselves from decision-making on the matter. The disclosure and steps taken to avoid the conflict will be documented in writing, dated, and signed by the employee and supervisor.

Employees are prohibited from receiving gifts, loans, or favors from suppliers, contractors, consultants, or anyone else who may benefit from an employee's decision, which may induce or give the appearance of obligating them to compromise their job responsibilities. Examples of acceptable employee gifts of small value from vendors include gifts of food consumed at City offices, a business meal at a scheduled professional association or training event, or donations to an employee event. [See also "Gifts and Gratuities" section below]

Workplace Relationships

The City does not prohibit consensual relationships between employees that occur outside the workplace. If a potential conflict of interest arises due to that personal relationship, the City will address the workplace concerns. The City reserves the right to terminate one of those employees under City policy if such a relationship becomes disruptive to the workplace, interferes with regular supervisory duties, or negatively impacts employee morale. If a consensual relationship occurs between a supervisor and an employee they supervise, the supervisor must promptly disclose this to the City Administrator or the Human Resources Department.

If two employees develop a voluntary romantic relationship, marry, become registered Domestic Partners, become related, or voluntarily live in the same household, and one employee holds a supervisory position over the other, it is considered an ethical conflict of interest. Such relationships create a business necessity for modifying the traditional supervisor-subordinate relationship.

Employees in supervisory positions have a higher duty of responsibility in representing the City and may not use their supervisory position to influence the working conditions of a subordinate employee in any way. The City Administrator or designee reserves the right to transfer or reassign either employee to another position as deemed necessary to avoid such conflicts. If a conflict arises that cannot be resolved as outlined above, the City reserves the right to terminate the employment of one of the employees. The decision regarding which employee remains employed with the City must be made by the affected employees within 30 calendar days of becoming married, registering as Domestic Partners, or sharing the same household. If no decision is made during this time, the City retains its right to choose which employee will be terminated. Termination will occur only when required as a business necessity and in conformance with WAC 162-16-250.

Outside Employment

Employees shall not, directly or indirectly, engage in any outside employment or financial interests that may conflict, in the City's opinion, with the best interests of the City. Examples include but are not limited to:

- Outside employment that prevents the employee from being available for work beyond regular working hours, such as in emergencies or peak work periods, when availability is a regular part of the employee's job;
- Outside employment that is conducted during the employee's work hours;
- Outside employment that uses City telephones, email accounts, computers, cell phones, supplies, or any other resources, facilities, or equipment;
- Employment with a firm that has contracts with or otherwise does business with the City, where the Employee will be working on City business in any way or the Employee or business may seek to influence City business;
- or
- Employment and volunteer work that includes activities that may reasonably be perceived as a conflict of

interest, compete with City services, or otherwise discredit the City.

Confidentiality of Business Information

City of Duvall employees have job responsibilities that may include access to personal information regarding taxpayers, ratepayers, other employees, officials, and City business. Employees are obligated to keep this information confidential except as may be authorized by law, such as the Public Records Act (RCW 42.56). Confidential information includes, but is not limited to, computer, cell phone, and other City account passwords; City building and equipment access codes; medical information; personal identity information, such as social security numbers, personal phone numbers, and home addresses.

The City trusts its employees to be responsible stewards of confidential information. This responsibility continues indefinitely, including after employment with the City ends. Employees who violate this confidentiality are subject to discipline up to and including termination and may also be subject to civil liability.

Public Records Requests

Public Records Requests must be immediately forwarded to the City Clerk, who is the responsible official designated in the City's Public Disclosure Code provision. Under Washington State Law, all documents are presumed accessible to the public unless an exemption exists. Employees are asked to be mindful of this when communicating with fellow employees and members of the public. The City expects each employee to communicate in a manner that promotes the level of professionalism expected of City Employees.

Prevention of Discrimination and Harassment

All City employees are expected to show respect for one another and toward constituents, as well as those with whom the City does business. In particular, discrimination or harassment of another based on race, gender, religion, age, marital status, sexual orientation, disability, or other protected status will not be tolerated. All employees are expected to review and comply with the City's policies prohibiting harassment and discrimination. [See City Policies: Anti-Harassment/ Anti-Bullying, and Prevention of Workplace Violence]

Reporting Improper Governmental Action/Whistleblower Protection (RCW 42.41)

In the unlikely event that an employee or the City takes improper governmental action, it is the City's policy to encourage the prompt reporting of any such action. An improper governmental action is defined in RCW 42.41.020. Generally, it is any action by City employees or elected officials that is undertaken in the performance of their official duties (regardless of whether such action is within the scope of their duties) and that is;

1. In violation of Federal, State, or Local law
2. An abuse of authority
3. A substantial and specific danger to public health or safety
4. A gross waste of public funds.

"Improper Governmental Action" does not include actions including employee grievances, complaints, appointments, promotions, transfers, assignments, reassignments, reinstatements, restorations, reemployment, performance evaluations, reductions in pay, dismissals, suspensions, demotions, violations of collective bargaining or civil service laws, alleged violations of labor agreements, or reprimands.

Procedure for Making a Complaint

1. If an employee becomes aware of any improper governmental action, he/she must bring the matter to the attention of his/her supervisor in a written report stating in detail the basis for his/her belief that an improper action has occurred. Except in an emergency, this must be done as soon as the employee becomes aware of the improper action, but no later than thirty (30) calendar days from the date of the action in question. If the employee believes the improper action involves the supervisor, they must submit a written report to the City Administrator or City Attorney.
2. The City Administrator, City Attorney, or designee will promptly investigate improper intergovernmental action. Such an investigation may involve delegating it to the City of Duvall Police supervisor, Department Head, Human Resources Department, or an outside investigator. After the investigation is completed, within thirty (30) calendar days of the employee's report, the employee will generally be advised of the investigation's results. Any personnel actions taken as a result of the investigation may be kept confidential in certain circumstances. If the investigation results in a finding of improper conduct, the identity of the reporter and the investigation may be disclosable pursuant to the Public Records Act (RCW 42.56).

In the event of an emergency, where the employee believes damage to persons or property is imminent if action is not taken immediately, the employee may report the improper action directly to the appropriate government agency responsible for investigating the issue. Employees may report information about improper governmental action directly to an outside agency if the employee reasonably believes that the City did not perform an adequate investigation, that insufficient action was taken to address the improper action, or that, for other reasons, the improper action is likely to recur. Outside agencies include, without limitation, the King County Prosecuting Attorney's Office, the Washington State Auditor, and the Washington State Attorney General's Office.

It is unlawful for a government agency to take retaliatory action against an employee who, in good faith and accordance with the above procedures, complains about an improper governmental action. A retaliatory

action is defined as any material adverse change in the terms and conditions of an employee's employment that is substantially motivated by the employee's decision to participate in a whistleblower complaint. An employee who fails to make a good-faith effort to follow this policy is not entitled to protection against retaliation. The reporting employee has the responsibility to ascertain the correctness of the information furnished; if knowingly false information is furnished, as determined during the course of the investigation, the employee is subject to disciplinary action, not limited to but including termination. This policy does not protect employees regarding their own improper conduct nor does it grant additional rights. [See Also RCW 42.41.050]

Procedure for Seeking Relief from Retaliation

1. An employee seeking relief from retaliatory action under this section must provide a written complaint to his/her supervisor within thirty (30) calendar days of the alleged retaliatory incident. If the supervisor is involved, the complaint should go to the City Administrator or the City Attorney. The complaint must specify the alleged retaliatory action and the relief requested.
2. The City Administrator, City Attorney, or designee will investigate the complaint and provide a written response within thirty (30) calendar days of receipt of the complaint. Additional time to respond may be necessary depending on the nature and complexity of the complaint. If such an extension is necessary, the employee will receive written notice explaining the reason for such delay and an estimated time by which a response can be expected.
3. After receiving the City's response, the employee may request a hearing before a State administrative law judge (ALJ) to establish that a retaliatory action occurred and to obtain appropriate relief under the law. The hearing request must be delivered within fifteen (15) calendar days of receipt of the City's final response in section 2, or forty-five (45) days after the time in which the City should have responded (in the case of no response).
4. Within five (5) business days of a hearing request, the City shall apply to the State Office of Administrative Hearings for an adjudicative proceeding before an ALJ.
5. At the hearing, the employee must prove that a retaliatory action occurred by a preponderance of the evidence admitted at the hearing. The ALJ will issue a final decision within forty-five (45) calendar days after the date of the hearing request, unless an extension is granted.

Political Activity

Employees may participate in political or partisan activities of their choice, provided that City resources and property, including the employee's work time, are not utilized. Furthermore, activities must not compromise employees' responsibilities in their positions. Employees may not campaign on City time, in a City uniform, or while representing the City in any capacity.

Any employee who meets with or may be observed by the public, or otherwise represents the City to the public, may not wear or display any button, badge, sticker, or any other signage relevant to any candidate or ballot issue during working hours.

Employees may not use City facilities, supplies, equipment, or vehicles for any campaign purpose. Employees may not solicit money, influence, or service for any political election to public office or other ballot measures during working hours. Employees may not permit others to conduct such activities, except as permitted under City policy. Note: If federal funds fund a City position, the federal Hatch Act bars state and local government

employees in such positions from running for partisan public office [See RCW 42.17 and 42.17A].

Except as otherwise noted in this policy or another applicable policy, employees are free to exercise their First Amendment rights.

Solicitations

Public facilities may not be used for private purposes.

A solicitation is the request of an employee's time or resources for any cause, whether by an individual or group, regardless of whether the request is for financial or non-financial reasons. Solicitation may involve individuals or groups engaging in sales, recruitment, placing of signs and posters, and other activities that result in the anticipated benefit of the individual or group. A solicitation by an employee of another employee is prohibited during the work time of either person.

Generally, the distribution or display of printed materials is not allowed. An employee may, however, place employee-related contribution materials to charitable or non-profit community causes in the employee lunchroom or on a bulletin board for up to two weeks.

Persons not employed by the City may not solicit or distribute items on City property. Literature cannot be posted anywhere on City premises without the authorization of the City Administrator or designee. If and when authorized, posted literature will be limited to local events of interest to employees or charitable fundraising activities involving employee family members (e.g., Girl Scout cookie sales), and will only be displayed in non-work areas.

Note: This section is not intended to prohibit statutorily or contractually authorized organized labor activities.

Gifts and Gratuities

As a public employee, it is against the law to receive or solicit, directly or indirectly, a gift or gratuity that could be viewed as reasonably expected to influence, intended to influence, or which appears to influence a vote, action, inaction, or judgement of any officer or employee, or which could be considered a reward, in whole or part, for such action or inaction. Employees must consider the public's perception.

If companies provide promotional incentives for purchases, the "gifts" that are received belong to the City, not to the employee.

Gifts received in cultural exchanges as part of an employee's official duties belong to the City and not the individual. Certain gift items valued at less than \$50 are not considered likely to influence behavior and may be accepted on behalf of the City for use by the City.

Items that may be accepted are those specified in RCW 42.52.150 with an aggregate value of less than \$50 from a single source or a single gift from multiple sources in a calendar year. For purposes of this section,

"family", "gift", and "person" as defined in RCW 42.52.010, as enacted and amended, are adopted by this reference. A "single source" means any person acting directly or through any agent or other intermediary, and "single gift" includes any event, item, or group of items used in conjunction with each other or any trip including transportation, lodging, and attendant costs, not excluded from the definition of gift. The value of gifts given to an officer's or employee's family member or guest will be attributed to the official or employee to determine whether the limit has been exceeded, unless an independent business, family, or social relationship exists between the donor and the family member or guest.

Any gifts received should be kept at the City for use by all City employees. If you have a question about whether or not you should accept a gift or gratuity, check with the City Administrator or City Attorney.

Electronic Communications Policy (Refer to City Policies 18-04 & 18-05)

APPENDIX D

TITLE:	Information Technology Policy	
POLICY NUMBER:	18-04	
EFFECTIVE DATE:	January 8, 2019	
APPROVED BY:	Name: CAREY HERT	Title: Deputy City Administrator
ATTORNEY REVIEW:	WCIA & Kristin Anger (Summit Law)	
REVISION DATE:	N/A	

INFORMATION TECHNOLOGY USE

Purpose and Scope

The purpose of this policy is to provide guidelines for the proper use of department information technology resources, including computers, electronic devices, hardware, software, and systems.

Definitions

Definitions related to this policy include:

Computer System -All computers (on-site and portable), electronic devices, hardware, software, and resources owned, leased, rented, or licensed by the City of Duvall that are provided for official use by its employees. This includes all access to and use of Internet Service Providers (ISPs) or other service providers provided by or through the City or funded by the City.

Hardware - Includes, but is not limited to, computers, computer terminals, network equipment, electronic devices, telephones, including cellular and satellite, pagers, modems, or any other tangible computer device generally understood to comprise hardware.

Software - Includes, but is not limited to, all computer programs, systems, and applications, including shareware. This does not include files created by the individual user.

Temporary File, Permanent File, or File - Any electronic document, information, or data residing or located, in whole or in part, on the system, including, but not limited to, spreadsheets, calendar entries, appointments, tasks, notes, letters, reports, messages, photographs, or videos.

POLICY

It is the policy of the City of Duvall that employees shall use information technology resources, including computers, software, and systems, issued or maintained by the City in a professional manner, as outlined in this policy.

PRIVACY EXPECTATION

Employees forfeit any expectation of privacy concerning emails, texts, or anything published, shared, transmitted, or maintained through file-sharing software or any internet site that is accessed, transmitted, received, or reviewed on any

City computer system.

The City reserves the right to access, audit and disclose, for whatever reason, any message, including attachments, and any information accessed, transmitted, received or reviewed over any technology that *is* issued or maintained by the City, including the City email system, computer network and/or any information placed into storage on any City system or device. This includes records of all keystrokes or Web-browsing history made at any City computer or over any City network. The fact that access to a database, service, or website requires a username or password will not create an expectation of privacy if it is accessed through City computers, electronic devices, or networks.

Employees may not be asked or required to disclose login information for their personal social networking accounts or to provide access to their personal social networking accounts unless otherwise allowed under RCW 49.44.200.

RESTRICTED USE

Employees shall not access computers, devices, software, or systems for which they have not received prior authorization or the required training. Employees shall immediately report unauthorized access or use of computers, devices, software, or systems by another member to their supervisor.

Employees shall not use another person's access passwords, logon information, and other individual security data, protocols, and procedures unless directed to do so by a supervisor.

SOFTWARE

Employees shall not copy or duplicate any copyrighted or licensed software except for a single copy for backup purposes per the software company's copyright and license agreement.

To reduce the risk of computer viruses or malicious software, employees shall not install any unlicensed or unauthorized software on City computers. Employees shall not install personal copies of any software onto any City computer.

No employee shall knowingly make, acquire, or use unauthorized copies of computer software that is not licensed to the City while on City premises, computer systems, or electronic devices.

Such unauthorized use of software exposes the City and the involved employee to severe civil and criminal penalties.

Introduction of software by employees should only occur as part of the automated maintenance or update process of City-approved or installed programs by the original manufacturer, producer, or developer of the software.

Any other introduction of software requires prior authorization from IT staff and a full scan for malicious attachments.

HARDWARE

Access to technology resources provided by or through the City shall be strictly limited to City-related activities. Data stored on or available through City computer systems shall only be accessed by authorized employees who have a legitimate City-related purpose to access such data. A supervisor must approve any exceptions to this policy.

INTERNET USE

Acceptable Use of City's Technology Resources

The City's Technology Resources are to be used by employees or volunteers for City business. De minimis, incidental personal use may be permitted where, in the judgment of the employee's manager, such use does not interfere with employee or department productivity, nor distract/take time away from the worker or co-workers assigned work. De minimis, incidental personal use means: (1) it is occasional and of short duration; (2) it is done on an employee's personal time, such as on a lunch break; (3) it does not interfere with job responsibilities; (4) it does not result in any expense to City; (5) it does not solicit for or promote commercial ventures; (6) it does not utilize excessive network resources; and (7) it does not constitute any prohibited use, as discussed below.

Prohibited Uses of the City's Technology Resources

Use of the City's Technology Resources to engage in any communication that violates federal, state, or local laws or regulations, or any City policy, is strictly prohibited at all times. In addition, the following uses of the City's Technology Resources are inappropriate and are prohibited at all times, unless specifically exempted below:

1. Personal commercial use (meaning use that benefits an employee's outside employment or commercial business).
2. Accessing, receiving, or sending pornographic, sexually explicit, or indecent materials, including materials of an offensive nature;
3. Usage for any type of unlawful harassment or discrimination, including the transmission of obscene or harassing messages to any individual or group
because of their sex, race, religion, sexual orientation, national origin, age, disability, or other protected status;
4. Gambling;
5. Usage for recreational purposes, including the loading of computer games or playing online games;
6. Usage that precludes or hampers City network performance, such as viewing or listening to streaming audio and/or video, unless for City business, such as for online training;
7. Unauthorized copying or downloading of copyrighted material;
8. Usage that violates software license agreements;
9. Downloading of software programs unless approved explicitly by the applicable Manager and coordinated with the IT Manager;
10. Usage for political purposes, including partisan campaigning;
11. Sending anonymous messages and/or misrepresenting an employee's name, position, or job description;
12. Deliberately propagating any virus, worm, trojan horse, malware, spyware, or other code or file designed

to disrupt, disable, impair, or otherwise harm either the City's networks or systems, or those of any other individual or entity;

13. Releasing misleading, distorted, untrue, or confidential materials regarding City business, views, or actions;
14. Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages;
15. Use of Technology Resources for personal use beyond a de minimis amount or in any manner so as to deprive others of system use or resources, including, but not limited to, the sending of bulk email for other than official business or forwarding "chain letter" emails of any kind;
16. Connecting to the City's network, or any specific software package, utilizing somebody else's security identification login information to gain alternate security permissions;
17. Any personal use, even if incidental, that results in expense to the City;
18. Usage that violates the guidelines set forth in the Standards of Conduct described in this Handbook.

OFF-DUTY USE

Employees shall only use technology resources provided by the City while on duty or in conjunction with specific on-call assignments, or with the approval of a department supervisor or an employee assigned to the role of Public Information Officer (PIO), who must maintain a higher level of communication, unless specifically authorized by a supervisor. This includes the use of telephones, cell phones, texting, or email. This also applies to personally owned devices that are used to access City resources.

Refer to the Personal Communication Devices Policy for guidelines regarding off-duty use of personally owned technology.

PROTECTION OF CITY SYSTEMS AND FILES

All employees have a duty to protect the computer system and related systems and devices from physical and environmental damage and are responsible for the correct use, operation, care, and maintenance of the computer system.

Employees shall ensure that City computers and access terminals are not viewable by persons who are not authorized users. Computers and terminals should be secured, users logged off, and password protections enabled whenever the user is not present. Access passwords, logon information, and other individual security data, protocols, and procedures are confidential and should not be shared. The password length, format, structure, and content must meet the prescribed standards required by the computer system or as directed by a supervisor. The password shall be changed at intervals as directed by IT staff or a supervisor.

It is prohibited for an employee to allow an unauthorized user to access the computer system at any time or for any reason. Employees shall promptly report any unauthorized access to the computer system or suspected intrusion from outside sources (including the Internet) to a supervisor.

INSPECTION OR REVIEW

A supervisor or the authorized designee has the express authority to inspect or review the computer system, all temporary or permanent files, related electronic systems or devices, and any contents thereof, whether such inspection

or review is in the ordinary course of his/her supervisory duties or based on cause.

Reasons for inspection or review may include, but are not limited to, computer system malfunctions, problems or general computer system failure, a lawsuit against the City involving one of its employees or an employee's duties, an alleged or suspected violation of any City policy, a request for disclosure of data, or a need to perform or provide a service.

The IT staff may extract, download, or otherwise obtain any and all temporary or permanent files residing or located in or on the City computer system when requested by a supervisor or during the course of regular duties that require such information.

APPENDIX E

TITLE:	Personal Communication Devices (PCD) Policy	
POLICY NUMBER:	18-05	
EFFECTIVE DATE:	January 8, 2019	
APPROVED BY:	Name: CAREY HERT	Title: Deputy City Administrator
ATTORNEY REVIEW:	WCIA & Kristin Anger (Summit Law)	
REVISION DATE:	N/A	

PERSONAL COMMUNICATION DEVICES

Purpose and Scope

The purpose of this policy is to establish guidelines for the use of mobile telephones and communication devices, whether issued or funded by the City or personally owned, while on-duty or when used for authorized work-related purposes.

This policy generically refers to all such devices as Personal Communication Devices (PCDs) but is intended to include all mobile telephones, personal digital assistants (PDAs), wireless capable tablets, and similar wireless two-way communications and/or portable Internet access devices. PCD use includes, but is not limited to, placing and receiving calls, text messaging, blogging and microblogging, emailing, using video or camera features, playing games, and accessing sites or services on the Internet.

POLICY

The City allows employees to utilize City-issued or funded PCDs and to possess personally owned PCDs in the workplace, subject to certain limitations. Any PCD used while on-duty, or used off-duty in any manner reasonably related to the business of the City, will be subject to monitoring and inspection consistent with the standards outlined in this policy.

The inappropriate use of a PCD while on duty may impair employee safety. Additionally, employees are advised and cautioned that using a personally owned PCD for business-related purposes, either on-duty or after duty hours, may subject the employee and their PCD records to civil or criminal discovery or disclosure under applicable public records laws.

Employees who have questions regarding the application of this policy or the guidelines contained herein are encouraged to seek clarification from supervisory staff.

PRIVACY EXPECTATION

Depending on an employee's assignment and the needs of the position, the City may, at its discretion, issue or fund a PCD for the employee's use to facilitate on-duty performance. City- issued or funded PCDs may not be used for personal business either on- or off-duty unless authorized by the City Administrator or authorized designee. Such devices and the associated telephone number, if any, shall remain the sole property of the City

and shall be subject to inspection or monitoring (including all related records and content) at any time without notice and without cause.

Unless an employee is expressly authorized by the City Administrator's authorized designee for off-duty use of the PCD, the PCD will either be secured in the workplace after the workday or will be turned off when leaving the workplace.

DEPARTMENT ISSUED PCD

Employees may carry a personally owned PCD while at work, subject to the following conditions and limitations:

- a. Permission to carry a personally owned PCD may be revoked if it is used contrary to the provisions of this policy.
- b. The City accepts no responsibility for loss of or damage to a personally owned PCD.
- c. The PCD and any associated services shall be purchased, used, and maintained solely at the employee's expense.
- d. The device should not be used for work-related purposes except in exigent circumstances (e.g., unavailability of City-owned/issued communications). Employees will have a reduced expectation of privacy when using a personally owned PCD in the workplace, and do not expect privacy concerning any City business-related communication.
- e. The device shall not be utilized to record or disclose any business-related information, including photographs, video, or the recording or transmittal of any information or material obtained or made accessible as a result of employment with the City, without the express authorization of the City Administrator or authorized designee.
- f. Use of a personally owned PCD while at work or for work-related business constitutes consent for the City to access the PCD to inspect and copy data to meet the needs of the City, which may include litigation, public records retention and release obligations, and internal investigations.
- g. All work-related documents, emails, photographs, recordings, or other public records created or received on an employee's personally owned PCD should be transferred to the City and deleted from the employee's PCD as soon as reasonably practicable but no later than the end of the work day.

USE OF PCD

The following protocols shall apply to all PCDs that are carried while at work or used to conduct City business:

- a. A PCD may not be used to conduct personal business while on duty, except for brief personal communications (e.g., informing family of extended hours). Employees shall endeavor to limit their use of PCDs to authorized break times, unless an emergency exists.
- b. Employees are prohibited from taking pictures, making audio or video recordings, or making copies of any such picture or recording media unless it is directly related to official City business. Disclosure of any such information to any third party through any means, without the express authorization of the City Administrator or authorized designee, may result in discipline.
- c. Employees will not access social networking sites for any purpose that is not official City business, unless on an authorized break.
- d. Using PCDs to harass, threaten, coerce, or otherwise engage in inappropriate conduct with any third party is prohibited. Any employee having knowledge of such conduct shall promptly notify a supervisor.

SUPERVISOR RESPONSIBILITIES

The responsibilities of supervisors include, but are not limited to:

- a. Ensuring that employees under their supervision are provided appropriate training on the use of PCDs consistent with this policy.
- b. Monitoring, to the extent practicable, PCD use in the workplace and taking prompt corrective action if an employee is observed or reported to be improperly using a PCD.
 1. An investigation into improper conduct should be promptly initiated when circumstances warrant.
 2. Before conducting any administrative search of an employee's personally owned device, supervisors should consult with the City Administrator or authorized designee.

USE WHILE DRIVING

The use of a PCD while driving can adversely affect safety, cause unnecessary distractions, and present a negative image to the public. Employees operating City vehicles should restrict the use of these devices to matters of an urgent nature and should, where practicable, stop the vehicle at an appropriate location to use the PCD.

Employees who operate a vehicle in connection with City business shall not use a PCD while driving unless the device is specifically designed and configured to allow hands-free use (RCW 46.61.667; RCW 46.61.668). Hands-free use should be restricted to business-related calls or calls of an urgent nature.



ACKNOWLEDGMENT OF RECEIPT OF POLICIES

I acknowledge that I have received a copy of the City of Duvall Policies, referenced below, and I agree to read through them, and if there is any policy or provision that I do not understand, I will seek clarification from my supervisor or City Administration.

Employee Ethics Policy #18-03

I acknowledge that I have read and understand the City of Duvall's Employee Ethics Policy. I understand that failure to comply with the provisions of this policy may result in disciplinary action.

Information Technology Policy #18-04

I acknowledge that I have read and understand the City of Duvall's Information Technology Policy. I understand that failure to comply with the provisions of this policy may result in disciplinary action.

Personal Communication Devices Policy, #18-05

I acknowledge that I have read and understand the City of Duvall's Personal Communication Devices Policy. I understand that failure to comply with the provisions of this policy may result in disciplinary action.

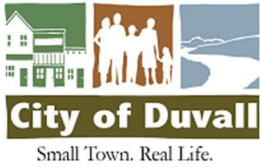
Please sign and date below, then return to a Finance Associate/Payroll at City Hall

Employee Printed Name: _____

Date: _____ *I* _____ *I* _____

Employee Signature: _____

APPENDIX F



Phone (425) 888-8010
Fax (425) 831-6041

CITY OF DUVALL
15535 Main St NE, Duvall, Washington 98019
www.duvallwa.gov Information

Technology

City of Duvall Remote Access Policy and Agreement

Purpose

The purpose of this policy is to define standards, procedures, and restrictions for connecting to the City of Duvall's internal network(s) from external hosts via remote access technology, and/or for utilizing the Internet for business purposes via third-party wireless Internet Service Providers (a.k.a. "hotspots"). The City of Duvall's resources (i.e., computer systems, networks, databases, etc.) must be protected from unauthorized use and/or malicious attacks that could result in the loss of information, damage to critical applications, and harm to our public image. Therefore, all remote access and mobile privileges for City of Duvall employees to enterprise resources, as well as wireless Internet access via hotspots, must utilize only City of Duvall-approved methods.

Scope

This policy applies to all City of Duvall employees, including full-time staff, part-time staff, contractors, freelancers, and other agents who use City of Duvall- or personally owned computers to access the organization's data and networks remotely. Employment at the City of Duvall does not automatically guarantee the granting of remote access privileges. Any and all work performed for the City of Duvall on said computers by any and all employees, through a remote access connection of any kind, is covered by this policy. Work can include (but is not limited to) e-mail correspondence, Web browsing, utilizing intranet resources, and any other City of Duvall application used over the Internet. Remote access is defined as any connection to the City of Duvall's network and/or other applications from off-site locations, such as an employee's home, a hotel room, airports, cafés, satellite offices, or wireless devices.

Supported Technology

All remote access will be centrally managed by the City of Duvall's IT department and will utilize encryption and strong authentication measures. Remote access connections covered by this policy include (but are not limited to) Internet dial-up modems, frame relay, ISDN, DSL, VPN, SSH, cable modems, and proprietary remote access/control software. The following table outlines the City of Duvall's minimum system requirements for a computer, workstation, or related device to comply with the City of Duvall's systems. Those who do not meet these requirements must upgrade their machines or face being denied remote access privileges.

	PC and PC-Compliant Computers	Macintosh Computers	Handheld, PDAs and Portables
Operating System	Microsoft Windows 7, Microsoft Windows 10	Not supported	Any ActiveSync compliant device provided and approved by CoD IT
CPU	Intel / AMD	N/A	Any
RAM	2GB or higher	N/A	Any
Disk Space	40GB	N/A	N/A
Modem Type	DSL or higher speed	N/A	Carrier dependent

Eligible Users

All employees/vendors requiring remote access for business purposes must undergo an application process that clearly outlines why the access is required and the level of service the employee/vendor needs, should their application be accepted. Application forms must be approved and signed by the department head before submission to the IT department. Employees/vendors may use privately owned connections (under ‘Supported Technology’) for business purposes. If this is the case, the IT department must approve the connection as being secure and protected. However, **the City of Duvall’s IT department cannot and will not provide technical support for a third-party ISP connection or a hotspot wireless ISP connection.**

Policy and Appropriate Use

It is the responsibility of any City of Duvall employee with remote access privileges to ensure that their remote access connection is secure. It is imperative that any remote access connection used to conduct City of Duvall business be utilized appropriately, responsibly, and ethically. Therefore, the following rules must be observed:

1. General access to the Internet by residential remote users through the City of Duvall’s network is permitted. However, use of the Internet must be for business purposes only and is not to violate any of the City of Duvall’s Internet acceptable use policies.
2. Employees/Vendors will use secure remote access procedures. This will be enforced through public/private key encrypted strong passwords in accordance with the City of Duvall’s password policy. Employees/Vendors agree to never disclose passwords to anyone.
3. All remote computer equipment and devices used for business interests, whether personal- or City of Duvall-owned, must display reasonable physical security measures. Computers will have installed whatever antivirus software is deemed necessary by the City of Duvall’s IT department.
4. Remote users/vendors using public hotspots for wireless Internet access must employ a City of Duvall-approved personal firewall, VPN, and any other security measure deemed

necessary by the IT department. VPNs supplied by the wireless service provider should also be used, but only in conjunction with the City of Duvall's additional security measures.

5. Any remote connection (i.e., hotspot, ISDN, frame relay, etc.) that is configured to access City of Duvall resources must adhere to the authentication requirements of City of Duvall's IT department. Additionally, all hardware security configurations (whether personal or City of Duvall-owned) must be approved by the City of Duvall's IT department.

6. Employees, contractors, and temporary staff will make no modifications of any kind to the remote access connection without the express approval of the City of Duvall's IT department. This includes, but is not limited to, split tunneling, dual homing, non-standard hardware, or security configurations.

7. Employees, contractors, and temporary staff with remote access privileges must ensure that their computers are not connected to any other network while connected to the City of Duvall's network via remote access, with the obvious exception of Internet connectivity.

8. To avoid confusing official City of Duvall business with personal communications, employees, contractors, and temporary staff with remote access privileges must never use non-City of Duvall e-mail accounts (e.g., Hotmail, Yahoo, etc.) to conduct City of Duvall business.

9. No employee/vendor is to use Internet access through City of Duvall networks via remote connection for the purpose of illegal transactions, harassment, competitor interests, or obscene behavior, in accordance with other existing employee/vendor policies.

10. All remote access connections must include a "time-out" system. Under the City of Duvall's security policies, remote access sessions will time out after 10 minutes of inactivity and will terminate after 2 hours of continuous connection. Both time-outs will require the user to reconnect and re-authenticate in order to re-enter the City of Duvall networks.

11. If a personally- or City of Duvall-owned computer or related equipment used for remote access is damaged, lost, or stolen, the authorized user will be responsible for notifying their manager and City of Duvall's IT department immediately.

12. The remote access user also agrees to immediately report to their manager and City of Duvall's IT department any incident or suspected incidents of unauthorized access and/or disclosure of City of Duvall resources, databases, networks, etc.

13. The remote access user also agrees to and accepts that his or her access and/or connection to the City of Duvall's networks may be monitored to record dates, times, duration of access, etc., in order to identify unusual usage patterns or other suspicious activity. As with in-house computers, this is done in order to identify accounts/computers that external parties may have compromised.

Policy Non-Compliance

Failure to comply with the Remote Access Policy and Agreement may result in the suspension of remote access privileges, disciplinary action, and possibly termination of employment.

Employee/Contractor Declaration

I, _____, have read and understand the above Remote Access Policy and Agreement, and consent to adhere to the rules outlined therein.

Employee/Contractor Signature

Date

Director/City Administrator Signature

Date

IT Director Signature

Date

APPENDIX G

City of Duvall Travel and Meals Policy



Purpose

To establish a policy and procedures for reimbursing City employees, elected and appointed officials, and members of boards and commissions for travel, subsistence, and related expenses incurred and paid by them that are reasonable and directly related to the individual's service on behalf of the City.

Authorized individuals

City employees in all departments, elected and appointed City officials, and members of boards and commissions.

Definitions

Authorization: Refers to the process by which all travel expenses must be approved by someone other than the traveler.

Coach Class: Refers to the least expensive airline accommodation, also known as Economy Class or Tourist Class.

Continental Breakfast: Defined as a light breakfast generally consisting of juice, bread, or pastry, and a hot beverage such as coffee or tea, and which may also include fruit.

Light Refreshments: Coffee, tea, water, cake, cookies, fruit, or vegetables.

Per Diem: Defined as the allowable amount covering meals, incidentals, and lodging while in travel status per the General Services Administration (GSA).

Staff Member: As used in this policy, staff member refers to City employees, elected or appointed officials, and members of boards and commissions.

Travel Status: Travel status begins three hours before a domestic flight and four hours prior to an international flight. If no flying is involved, it begins when a staff member leaves for their destination. A staff member is in travel status when travel is on behalf of the City for official City business, and at least one of the following conditions is met:

- The staff member stays overnight
- The travel extends the staff member's scheduled workday by three hours beyond their regularly scheduled workday

Traveler: A staff member as defined in this policy or an authorized non-staff member who is in travel status while on official City business.

Authorization

Authorization of expenditures covered under this policy shall be made by:

- Department director for departmental designee or departmental staff as warranted

- Departmental designee appointed by the department director and approved by the Mayor
- Finance Director or City Administrator for the Mayor
- Mayor or City Administrator for the department director
- Mayor or City Administrator for Mayor Pro Tem
- Mayor or Mayor Pro Tem for Council members

All travel expenditures must be preapproved with an estimated cost and a justifiable business purpose for the travel. If actual costs are significantly greater than the estimated cost, the reason must be documented and authorized as indicated above.

Any exceptions to this policy must be accompanied by a written justification signed by the Mayor or City Administrator.

Transportation

Reasonable transportation expenses for approved travel will be reimbursed. The most direct and cost-effective mode of transportation will be the basis for the reimbursement. Where feasible, groups of staff members traveling together should utilize carpooling methods to minimize commuting expenses.

Air Travel: The maximum reimbursement of air travel expenses shall be no greater than coach class or its equivalent. Prudent effort shall be made to find the least expensive airfare that provides reasonably timely service.

City Vehicles: City staff members are encouraged to use City vehicles whenever possible for local travel. Operating City owned vehicles requires a valid Washington State driver's license.

Personal Vehicles: Privately owned vehicles with auto insurance coverage sufficient to comply with RCW 46.30 et seq. may be used for official travel if a City vehicle is not available. If a staff member drives their own vehicle on City business, they will be reimbursed at the Internal Revenue Service (IRS) mileage rate for each mile driven on City business. If an individual elects to drive rather than fly, mileage will be reimbursed in an amount equal to the reasonable cost of a round-trip coach airfare to the applicable locale or the current mileage reimbursement rate established by the Internal Revenue Service, whichever is less. The IRS mileage reimbursement rate includes all costs associated with a personal vehicle, including, but not limited to, gasoline, maintenance, wear and tear, and auto insurance.

Mileage reimbursement will be calculated using an online mapping application, measuring the distance point-to-point from the staff member's closest home or work location to the destination. A printout of mileage to the destination must be included with the reimbursement request. If the shortest route is not the fastest route due to factors such as time of day or an accident, please explain along with a mileage printout of the actual route taken.

Staff members who receive a car allowance can be reimbursed for miles driven if the mileage is tracked and it can be demonstrated that the actual mileage exceeds the annual allowance amount divided by the IRS mileage rate. The reimbursement will be made annually, following the end of the year. For example, if a staff member receives a car allowance of \$500 or \$6,000 per year, and the IRS mileage rate is \$0.575 for that year, they must drive more than 10,435 miles (6,000/.575) that year to receive additional reimbursement.

Rental Vehicles: A staff member may rent a car to reach a travel destination if it is more cost-efficient. The City will reimburse for the actual cost of fuel and other necessary and related

expenses at the City's discretion. The City's insurer, WCIA, provides coverage for rental cars, so additional rental car insurance will not be reimbursed. If the car must be rented for more than 10 days, please see the City Clerk to have the vehicle temporarily added to the City's WCIA auto schedule.

Taxis and Other Vehicles for Hire: The use of taxis and other vehicles for hire, such as Uber and Lyft, is a reimbursable travel expense if they are the most cost-efficient mode of travel or if public transportation is time-prohibitive or unsafe. A gratuity of up to 20% to the driver is an allowable expense.

Lodging

Whenever lodging is procured for business travel purposes, the GSA rate for the destination area must be used. Staff members are encouraged to take advantage of all available discounts, including requesting a government rate. Allowable lodging includes hotels and motels. Airbnb-type lodging is permitted with the permission of the department director, the Mayor, or the City Administrator, provided the total cost is lower than that of the surrounding hotels.

If available lodging for a conference is higher than the GSA rate, a memo from the department director, Mayor, or City Administrator must accompany documentation supporting the cost.

Lodging less than 50 miles: Staff members may be reimbursed for lodging within 50 miles of the staff member's official residence or official duty station with written approval from a department director, the Mayor, or City Administrator if one of the following conditions is met:

- The staff member is attending back-to-back late-night, early morning meetings, and daily round-trip travel is unreasonable.
- The staff member needs to avoid driving in severe inclement weather.

Lodging more than 50 miles: Staff members may be reimbursed for lodging when traveling on City business when the destination is more than 50 miles based on the most direct route from the staff member's official residence or official duty station, whichever is closer to the destination.

Meals

The cost of reasonable and necessary meals incurred directly by the staff member while traveling on City business may be reimbursed via per diem or purchased with a City purchase card.

Per Diem: Meals while in travel status will be reimbursed at the per diem rate for the destination location per the General Services Administration (GSA) website.

Per diem rates may be claimed for the first through the last day of travel, provided the person is in travel status at the following times:

- Breakfast – 6:00 am
- Lunch – 12:00 pm
- Dinner – 6:00 pm

If a meal is provided at a conference or a meeting, the per diem for that meal will not be reimbursed. A continental breakfast provided by a hotel or on an airplane does not qualify as a meal. If dietary restrictions cannot be accommodated by conference or hotel meals, per diem may be substituted with prior approval. **An agenda for conferences or meetings must be attached to all reimbursement requests.**

The per diem for incidental expenses will be paid out for each day the staff member is in travel status for at least two meal periods.

Purchase Cards: Receipts are not required for per diem reimbursement, but **ARE** required if a staff member opts to use a City procurement card in lieu of per diem. A line item receipt must support meal purchases made with the City procurement card and cannot exceed the destination per diem rate for that meal, including gratuity, which may be up to 20%. No alcohol, including beer and wine, may be purchased with a City purchase card.

As with the reimbursement method, if a meal is provided at a conference or meeting, an additional meal cannot be purchased with a City purchase card, unless dietary restrictions cannot be met by the meal provided. Prior approval is needed when a meal is purchased as a substitute for a conference or hotel-provided meal. A conference or meeting agenda must be turned in with the purchase card statement when meals are purchased in travel status.

No personal purchases unrelated to City business may be made with a City purchase card, even if the intent is to repay the City.

Miscellaneous Travel Expenses

The following expenses are eligible for reimbursement at the City's discretion if they relate to the conduct of official City business, are necessary and reasonable business expenses, and are consistent with efforts to minimize the cost of travel:

- Bag check fees
- Ferry and highway/freeway tolls
- Internet access, if support is provided, it is needed for official City business
- Parking
- Transit (bus, subway, train) fare

Reimbursement is **not** authorized or allowed for:

- Alcoholic beverages and tobacco
- Entertainment, including in-flight or in-room rentals
- Expenses of a spouse, domestic partner, or any other non-staff member, unless otherwise specifically pre-authorized
- Fines, forfeitures, tickets, or penalties
- First class or business class airfare when economy or coach class is available
- Laundry cleaning or valet services (except for uniformed staff members otherwise allowable according to labor agreements). Laundry or cleaning is allowable up to \$15.00 for overnight stays in excess of five consecutive days
- Personal phone calls
- Theft or loss of personal items while traveling
- Travel insurance

Meal Expense Reimbursement When Not in Travel Status

The City will pay for the cost of business-related food and beverages when staff members are not in travel status, when the cost is:

- Consistent with state law
- Directly related to the conduct of City business

- Expenses are approved by the Mayor or other authorized authority
- Reasonable and necessary
- The cost meets the allowable criteria below
- There is adequate, itemized documentation for the expenditure
- The cost of the meal does not exceed the local per diem rate for that meal period

Business Meals between Staff Members and Non-Staff Members: The City's practice of providing meals to non-city staff members is discouraged. However, the City recognizes that there are situations where non-city staff members provide unpaid services to the City during mealtime. The costs of meals incurred while conducting City business with individuals other than City staff members, either locally or out of town, are authorized for reimbursement, subject to the limitations outlined in this policy.

Light Refreshments for Public Meetings: The City may provide light refreshments at public meetings when the purpose of the meeting is to recognize City or employee accomplishments, or when the public meeting is held to solicit feedback from constituents.

Off-Site Training Meals: When not in travel status as defined in this policy, staff members are responsible for providing their meals when attending a training session, conference, seminar, or similar event. Staff members will be reimbursed for the meal according to their union contracts when this policy conflicts with their bargaining unit agreement.

Working Meals: The City recognizes that there are occasions when it may be necessary for a group of public officials and/or staff members to work through a meal to meet a deadline or to keep a group convened to accomplish the task. To meet the requirements of a working meal, the meeting must span over a three-hour period, which includes the group's regular mealtime. The cost of the meal per employee should not exceed the local per diem rate for that meal period. Examples of working meals that may span a three-hour period and mealtime include:

- Department retreats or quarterly meetings
- In-house training meetings
- Meals associated with Council, Board, or Commission meetings
- Meals for employees and volunteers working during an emergency
- Meetings with City vendors or consultants, staff from other jurisdictions, and elected officials
- Meals provided with registration at regional association meetings

Light refreshments or snacks, such as cookies or fruit, may also be provided for events that meet the criteria of a working meal. The City will not pay for the cost of meals for:

- Birthday parties, anniversaries, or other employee celebrations where the public is not attending
- Regular or routine staff meetings
- Staff lunches that are primarily social in nature

Relocation Expenses

Moving expenses for hard-to-fill positions will be negotiated as part of the staff member's contract.

Methods of Payment and Documentation

Whenever possible, travel costs should be paid with a City check or City purchase card. Reimbursable costs incurred while on travel status must be submitted on an Employee Expense

Reimbursement Form provided by the Finance Department within 30 days of the return from travel.

Per diem amounts may be received in advance if submitted two weeks prior to travel. Per diem advance requests must be accompanied by the conference agenda and approved as outlined in this policy.

All costs that are not being reimbursed by per diem must be accompanied by a line-item receipt.

All non-travel meals and food purchases must be accompanied by a memo that lists the

following:

- All meeting attendees
- The business purpose of the meeting
- The time and date of the meeting

Non-Staff Member and Extended Travel: If an individual wishes to have family members or guests accompany them on any City-related travel, they must do so at their own expense. The City will not cover expenses incurred for family or guest accompaniment.

Any change in the itinerary made solely for the benefit of a staff member shall be at the staff member's expense. Expenses for staff members must be kept separate from those of non-staff members, and the City reserves the right to reject reimbursement requests where staff and non-staff travel expenses have been improperly combined.

Cancellations or No-Shows

When the City has paid travel costs, registration fees, and other expenses on behalf of an authorized staff member, and the authorized staff member fails to attend the event without good cause, the authorized staff member shall reimburse the City for the amounts paid. Whether a reasonable cause exists to excuse an absence shall be determined by the staff member's department director, the Mayor, or the City Administrator.

APPENDIX H

CITY OF DUVALL

PERSONNEL POLICIES

POLICY SUBJECT: Employee Recruitment Incentive

REFERENCE HR22-001

EFFECTIVE DATE: August 25, 2022

1.0 PURPOSE

To establish a policy and procedures, where appropriate, for the issuance of a financial incentive to newly hired employees and an internal recruitment incentive.

The COVID-19 pandemic has had a particularly significant impact on the City of Duvall's work. Throughout the COVID-19 pandemic, a labor shortage has been observed, significantly impacting both the local and national economies. This recognized labor shortage has led to more extended vacancy periods and a decline in qualified applicants for City of Duvall employment positions. The local employment market is currently highly competitive, and the City is interested in attracting and retaining qualified professional employees. Following the pandemic (endemic phase), the region continues to experience a labor shortage. The City recognizes that recruiting, hiring, and retaining an experienced and professional workforce that possesses the necessary skill sets and training is critical to effectively delivering municipal services to the Duvall community and ensuring the long-term well-being of the City.

2.0 DEFINITIONS

Difficult to recruit – job classifications that are highly competitive in the labor market due to specialized skills and/or certifications, high turnover, or labor shortage that significantly complicates the City's efforts to recruit and retain staff.

Financial Incentive – a monetary payment by the City of Duvall to a new employee.

3.0 GENERAL PROVISIONS

An employee of the City of Duvall who is assigned to a classification designated as *difficult to recruit* shall be eligible for award of a financial incentive at the time of hire at the discretion of the Mayor.

3.1 Applicability. The Mayor or designee shall have the authority to designate specific classifications as difficult to recruit under any of the following circumstances:

3.1.1 Standard Advertising. Two recruitments utilizing standard advertising on

The City's website, the Association of Washington Cities Job Board, and standard internet job boards, including, but not limited to, governmentjob.com, fail to generate a minimum of five qualified applicants.

3.1.2 Specialty Advertising. Advertising in trade journals, specialty publications, direct mail solicitations, and/or retention of a professional recruitment firm for two consecutive recruitments fails to generate a minimum of five qualified applicants.

3.1.3 Job Market. The job market is highly competitive due to a documented shortage of applications.

3.1.4 Specific Requirements. Technical expertise, certifications, licensing, and/or advanced educational requirements limit the pool of qualified applicants.

3.1.5 Approval. Upon designating a classification as *difficult to recruit*, the Mayor, shall have the authority to approve classifications to receive recruitment incentives during active recruitments.

3.2 Eligibility. Persons hired by the City on or after the effective date are eligible to receive a financial incentive with the following conditions and repayment obligations:

3.2.1 Structure. Financial incentives shall be issued in increments equivalent to the recipient employee's monthly salary. Financial incentives shall be paid at 50% when the new employee starts their employment with the City, and the remaining 50% paid when the employee hits two years of employment with the City.

3.2.2 Offer and Acceptance. Incentives shall be offered by the City expressly in writing. Incentive offers to new employees shall be stated in their employment offer letter. Return of a signed copy of the offer letter or memorandum to the Finance Department (until such time we have a Human Resources Department) shall constitute the employee's acceptance of the offered financial incentive.

3.3 New Employees. Persons hired by the City into a full-time position in a classification designated as *difficult to recruit*, on or after the effective date, are eligible to receive a financial incentive at the Mayor's discretion. The Mayor or designee may offer a financial incentive of up to \$10,000 or up to two months of the employee's starting salary, whichever is lower.

3.3 Recruiter Incentive. An employee who refers a candidate not currently employed by the City of Duvall for a position classified as difficult to recruit shall be

eligible to receive a \$1,000 recruiter incentive. Payment for such referrals shall be made only if the referred candidate is hired and successfully completes the appropriate probation period for the classification. If any dispute arises over the source of a hiring referral, the Mayor or designee shall make a final determination as to the appropriateness of a recruiter incentive, and to whom such a payment (if any) shall be made.

3.4 **Conditions.** All incentives are subject to required and permissible payroll deductions and withholdings.

3.5 **Effective Date.** This policy shall be effective on August 18, 2022, or upon the date of approval by the City Council.

3.6 **Expiration.** This policy shall automatically expire on August 18, 2027, unless extended by the Mayor with the approval of the City Council.



3.7 **Termination.** The City may terminate this policy at any time and for any reason. Termination of this policy shall not create any obligation to bargain with any employee bargaining units. Upon expiration or termination, any new employee who has been offered a financial incentive in writing will be permitted to receive or maintain the incentive, except as otherwise set forth herein. No new offers, including these incentives, may be made after termination.

3.8 **Integration and Severability.** To the extent that this policy is inconsistent with the City's Personnel Policies or current Collective Bargaining Agreements, this policy controls. If any term or condition of this policy is found to be invalid, the remaining terms and conditions shall remain in full force and effect.

APPENDIX I



City of Duvall Policy & Procedure

TITLE:	Administrative Leave Policy		
EFFECTIVE DATE:	January 1, 2022		
APPROVED BY:	 <small>Amy Ockerlander (Feb 7, 2023 09:04 PST)</small>		
	Name: Amy Ockerlander	Title:	Mayor
ATTORNEY REVIEW:	 <small>Daniel Kenny (Feb 7, 2023 14:11 PST)</small>		
	Daniel Kenny		
REVISION DATE:	First Draft		
STAFF CONTACT:	Finance Director		

PURPOSE:

DMC Chapter 4.10.030 – Overtime pay and compensation time, Section F, states that “the chief administrative officer may grant reasonable administrative leave to management personnel in recognition of the assumption of additional duties or responsibilities beyond the ordinary demands of their position in a fiscal year.”

Administrative leave has been included in employment agreements for several non-represented employees. This policy clarifies the terms under which the “chief administrative officer may grant reasonable administrative leave to management personnel” and provides criteria for determining when additional duties or responsibilities have been assumed beyond the ordinary demands of the position in a fiscal year.

SCOPE:

In recognition of hours worked by exempt employees beyond the standard workweek, and /or normal business hours, administrative leave is available to employees working full-time in eligible non-represented FLSA exempt management positions in which work hours regularly exceed 40 hours per week. The Mayor shall grant administrative leave at a rate that does not exceed ninety-six (96) hours per calendar year.

DEFINITIONS:

Chief Administrative Officer – Mayor

PROCEDURE:

1. The amount of administrative leave granted is determined by position based on the estimated workload in excess of 40 hours per week for that position. Workloads exceeding 40 hours per week will be evaluated each December to determine the amount for the following year.
2. Exempt employees who work few or no hours outside of the standard workday and/or workweek are not granted administrative leave.
3. The use of administrative leave is to be scheduled in the same manner as vacation time off is scheduled.
4. Administrative leave is not carried over from year to year. The Mayor may make exceptions, provided documentation confirms that the leave could not be used, subject to the City Administrator's recommendation.
5. This leave does not have a cash value and will not be paid out at termination.

APPENDIX J

SUBJECT: DUVALL CIVILITY POLICY

PURPOSE: Promote mutual respect, civility and orderly conduct among City employees, elected officials and the public.

DUVALL CIVILITY POLICY

RECITALS

1. Duvall elected officials and employees will treat members of the public with respect and expect the same in return. The City is committed to maintaining orderly administrative processes and keeping City administrative offices free from disruptions. The City is also committed to maintaining a safe, productive, and harassment-free work environment for all City employees.
2. This policy promotes mutual respect, civility, and orderly conduct among City employees, elected officials, and the public. This policy is not intended to deprive any person of their right to freedom of expression, but rather to maintain, to the extent possible and reasonable, a safe, productive, and harassment-free workplace for City staff, as well as a safe and non-threatening environment for visitors and customers. The City encourages professional, courteous, and respectful communication and discourages hostile, intimidating, or otherwise disruptive actions. The City seeks public cooperation in support of this commitment to its staff and community.

PROVISIONS

Definitions:

1. "Harassment", pursuant to Washington State law, is defined as threatening:
 - To cause bodily injury immediately or in the future to the person threatened or to any other person; or
 - To cause physical damage to the property of a person other than the actor; or
 - To subject the person threatened or any other person to physical confinement or restraint; or
 - Maliciously to do any other act which is intended to substantially harm the person threatened or another concerning their physical or mental health or safety; and the person, by words or conduct, places the person threatened in reasonable fear that the threat will be carried out. "Words or conduct" includes, in addition to any other form of communication or conduct, sending an electronic communication.

2. "Stalking," under Washington State law, is defined as:
 - intentionally and repeatedly harassing or repeatedly following another person; and
 - the person being harassed or followed is placed in fear that the stalker intends to injure the person, another person, or the property of the person or another person. The feeling of fear must be one that a reasonable person in the same situation would experience under all the circumstances and
 - The stalker either:
 - Intends to frighten, intimidate, or harass the person; or
 - Knows or reasonably should know that the person is afraid, intimidated, or harassed even if the stalker did not intend to place the person in fear or intimidate or harass the person.

Section A: Rules of Civility

1. All interactions between City staff, City elected officials and members of the public shall be conducted respectfully.
2. Threats, including threats of violence, will not be tolerated.
3. Members of the public will refrain from any behavior that disrupts or threatens to disrupt City government operations or is unreasonably disruptive to others, including any of the following:
 - a. Insulting, demeaning, intimidating, or offensive communications.
 - b. Harassment, stalking, or intimidation of any City staff, City elected official, or member of the public;
 - c. Willful destruction of City property;
 - d. Conduct that threatens to provoke a violent reaction; and
 - e. A continuing pattern of unreasonably disruptive behavior.

Section B: Administrative Enforcement Standards

The City will take the following steps to promote compliance with this Civility Policy. The City reserves the right to take additional measures as necessary, including establishing a separate standard for interactions between City staff and a specific member of the public. These standards are intended to be used as a progression, and the City will use the least impactful standard as a first step unless circumstances warrant elevating the level of response needed to achieve its civility goals.

1. Official Warning

If a member of the public violates this Civility Policy, a Supervisor on duty will issue an oral warning and provide that person with a copy of this policy before taking further action unless the member of the public requires a more severe response. This warning should clearly identify both the offending behavior and the potential consequences that will arise if such behavior persists. Staff will provide the member of the public with an opportunity to improve their behavior before the City takes more serious action, such as removal from the premises.

2. Suspension from the City Building

If a member of the public does not improve their behavior in response to an oral warning, the City will request that the individual leave the premises for a short period and return. If the member of the public still does not improve their behavior upon return, the individual will be asked to leave the premises for the remainder of the day. This temporary suspension from City property allows the member of the public to assess what behavior change may be needed for that individual to engage respectfully with City staff.

3. Cease and Desist

If a member of the public does not improve their behavior in response to an official warning or suspension, the City will respond by sending a “cease-and-desist” letter. This letter will identify both the prohibited conduct and the City’s potential remedies. A “cease-and-desist” letter will put the member of the public on notice of the potentially serious consequences of their conduct.

Section C: Trespass Warnings Policy

Following the issuance of the Cease-and-Desist letter, should the member of the public engage in similar behavior as the behavior that resulted in the cease-and-desist letter being issued, the City will take additional steps to administratively “trespass” the member of the public consistent with this Section. The provisions herein are not to be confused with the ability of the Duvall Police Department to arrest and enforce criminal trespass laws or ordinances under applicable local, state, and federal law.


1. Purpose, Authority and Applicability. The purpose of this Section of the Civility Policy is to adopt a legally sound process for excluding City Property individuals whose behavior is dangerous, unsafe, illegal, or unreasonably disruptive to other members of the public or City staff pursuant to the Duvall Civility Policy. It is further the purpose of this policy to provide a specific method to allow for the issuance of trespass warnings to such individuals, including placing limitations on trespass warnings and providing procedures for individuals to promptly appeal the issuance of trespass warnings to protect their right to engage in legitimate activities protected by State and Federal constitutional law.
2. This policy is enacted to exercise the City’s authority to protect and preserve Duvall’s public health, safety, and welfare.

3. This policy shall apply to all City-owned property in the City of Duvall. This Section shall not apply to public streets and sidewalks. Enforcement action shall only be taken for conduct violating the Civility Policy in the location where the conduct occurs, except that officers of the Duvall Police Department may take enforcement action based on violations of other city codes, state statutes, and government rules or regulations.
4. This Section shall be enforced to emphasize voluntary compliance with laws and City policy so that inadvertent minor violations of this Section can be corrected without resorting to a trespass warning.
5. Issuance of Trespass Warning. Officers of the Duvall Police Department are authorized to issue a trespass warning to any individual whom the officer has probable cause to believe has violated any section of this policy. Trespass warnings may be delivered in person to the individual or by first-class mail to the individual or the individual's last known address.
6. Duration of Exclusion. A trespass warning is generally issued for a period of no less than three months or no more than one year. The length of the trespass warning will be determined by the Chief of Police for the Duvall Police Department, taking into consideration the severity of the conduct, if the member of the public had been issued prior trespass warnings, and any other mitigating or aggravating factors.
7. Content of Trespass Warning. The trespass warning shall be in writing, shall contain the date of issuance, shall describe the behavior that is the basis for the trespass warning, shall specify the length and place(s) of exclusion, shall be signed by the issuing officer, and shall state the consequences for failure to comply.
8. Review Procedure. For good cause, the City Administrator, their designee, or any other government official responsible for the property in question may rescind, shorten, or modify a trespass warning issued.
 - a. A written request for review of a trespass warning must be delivered to the City Clerk no later than seven (7) business days after it is issued.
 - b. The City Administrator, or their designee, shall review the request for review within three (3) business days of receipt and provide the member of the public a date and time to meet to review the trespass warning. A written submission explaining the "good cause" for rescinding, shortening, or modifying a trespass is acceptable in place of a meeting.
 - c. For purposes of this Section, "good cause" is defined as:
 - i. Expressive conduct protected by the First Amendment;
 - ii. Member of the public did not receive an oral warning, suspension, or cease-and-desist letter;
 - iii. Other circumstances warrant modifying or rescission the trespass warning. The City Administrator shall rescind the trespass warning if, considering all of the circumstances, they find that reasonable

minds could differ on the question of whether the conduct in question violated the provisions of the Rules of Civility.

- d. The City Administrator shall issue a written decision within (5) days of the meeting or date of review of written materials. The City Administrator's decision will be the City's final decision.

APPENDIX K

		CITY OF DUVALL ADMINISTRATIVE POLICY AND PROCEDURE	
Title: Remote Work Policy		Subject: Personnel	
		Policy Number: 2025-01	
Effective Date: 02/06/2025	Supersedes:	Prepared By: City Administrator Cynthia McNabb	Mayor's Approval

1. Purpose:

To provide guidance and predictability on remote work arrangements.

2. Policy:

The City recognizes that a remote work arrangement may be a viable and mutually beneficial option when both the employee and the position are suited for such an arrangement. Remote work helps reduce carbon emissions and commute times, allows for potential increase to work balance, enhances safety in pandemics, emergencies, and hazardous and inclement weather conditions, and provides efficiencies in communication. On a case-by-case basis, the City of Duvall will consider employee requests to work remotely using the procedures set forth below.

Working remotely is not an entitlement nor is it an employee benefit. Allowance for remote work does not change the terms and conditions of employment with the City. Approval of remote work agreements is at the discretion of the Department Director with final approval by the City Administrator and/or Mayor. The City of Duvall reserves the right to terminate a remote work agreement at any time and will provide reasonable advance notice of the change to accommodate issues that may arise from the termination of the agreement.

3. Definitions

- A. Intermittent/Situational Remote Work Arrangement: This type of remote work is approved on a case-by-case basis and allows the employee to attend to sporadic household appointment needs, training, uninterrupted time for projects, no commute in inclement weather, or other situations where employees can perform work remotely for a short period of time. This type of remote work does not require a Remote Work Agreement Form; however, approval must be documented by e-mail. Situational remote work is not an appropriate substitute for sick leave and may not be used for the employee's own or a family member's illness, injury, or other circumstances that interfere with the employee's ability to perform their work.
- B. Regular Remote Work Arrangement: This type of remote work arrangement is for

predictable remote work that is anticipated to be sustainable on an ongoing basis and meets the City's operational and customer service needs. This type of remote work requires a Remote Work Agreement Form that will be reviewed and addressed annually. Supervisors should consider remote work requests and should do so objectively and fairly on an individual basis and across the work group.

4. **Eligibility:**

When evaluating a request to work remotely, the City will generally consider the following eligibility criteria:

- Impact on other staff members.
- Equitable distribution of remote work arrangements for similar types of work.
- Equipment needs.
- Ability to return to the office on short notice from a remote work location.
- Remote workspace conditions, including those affecting safety and security, and
- Other factors relevant to a particular situation.

A. **Position Considerations:** When evaluating the suitability of a position for remote work, the supervisor and Department Director should consider whether the position has some or all the following characteristics:

- Its essential duties can be performed remotely.
- It is primarily information-based and focuses on internal-facing tasks, such as writing, reading, research, internal phone calls, or Teams/Zoom meetings, data analysis, or data entry.
- It is not primarily external-facing or service-based, such as positions that must be readily available face-to-face to address problems or deliver services.
- It does not require ongoing access to equipment, materials, or files that can only be accessed at the City worksite.
- It resolves routing problems independently and/or
- Its workflow can be controlled, and the work product measured.

This list is not exclusive, and the City Administrator/Mayor may consider other factors in approving or denying a remote work request. Externally facing positions that require regular in-person contact/customer service, or that rely on specific equipment or supplies to work on-site, may be excluded from consideration for remote work arrangements. Alternatively, they may be considered for a more limited remote work schedule.

B. **Employee Considerations:** Certain employees may be better suited than others to manage the unique requirements of remote work or teleworking. When evaluating a remote work request, supervisors and Department Directors should consider whether the employee has demonstrated the ability to:

- Prioritize work to meet deadlines.
- Accomplish job duties with minimal supervision.
- Understand their role and expectations.
- Be organized, highly disciplined, and self-motivated.
- Communicate effectively with clients, stakeholders, and team members; and
- Manage time effectively.

The list above is not exclusive, and the City Administrator/Mayor may consider other relevant factors when determining an employee's suitability for remote work. The employee should also be able to meet the different requirements of this policy, such as having a safe remote workspace free from hazards and interruptions.

5. Responsibilities:

An employee interested in a remote work arrangement will need to connect with their supervisor to review the potential for a remote work arrangement.

Supervisors should consider remote work requests objectively and fairly, on an individual basis and across the work group.

The Department Director should consider work requests objectively and fairly, on both an individual basis and across the workgroup.

The City Administrator/Mayor must review the agreement for compliance with relevant collective bargaining agreements, wage/hour laws, and the overall effectiveness of remote work for the role.

6. Technology Requirements:

The City will determine, based on information supplied by the employee and their supervisor or Department Director, the appropriate equipment, such as a laptop, monitor, CPU (Central Processing Unit), scanner, mouse, and keyboard, for each remote working arrangement.

- The City will maintain equipment supplied by the City; however, it is the employee's responsibility to ensure the equipment is handled and secured to prevent loss, damage, and misuse.
- Equipment supplied by the employee, if deemed appropriate by the city, will be maintained by the employee. The city accepts no responsibility for damage or repairs to employee-owned equipment.
- The City reserves the right to make determinations as to appropriate equipment.

7. Required Office Supplies:

Any office supplies needed for performing job duties should be obtained from the office. Equipment and supplies provided by the city are intended for use in business purposes only. Where appropriate, the City may establish shared workspaces. The users should

clean shared workspaces before and after use. Facilities will clean common areas according to best practices and health department recommendations. The city will supply cleaning supplies for use in cleaning on-site City workspaces.

8. Remote Workspace Requirements:

Employees must establish a safe and appropriate remote work environment.

- The City will not be responsible for costs associated with setting up the employee's remote work location, such as remodeling, furniture, lighting, utilities, rent or insurance, internet connectivity, or repairs or modifications to the remote office space.
- The employee's remote workspace environment should be free from disruptions and distractions that negatively affect attendance and/or the performance of job duties.
- Remote work should not be used to provide active care for a child or other dependent. Employees should arrange their care so as not to interfere with the performance of their job requirements.

9. Remote Security Requirements:

Consistent with the City's expectations of information security for employees working at the office, employees working remotely must ensure the protection of proprietary City information and confidential information accessible from their remote work location. Steps include:

- Locking the computer when leaving the work area.
- Regular password maintenance.
- Installation of updates as they become available.
- Secure handling and disposal of physical documentation.
- Ensuring secure (password-protected) internet service; and
- And any other measures appropriate for the job and the environment.

All remote workers are responsible for all activity performed under their City account and must protect against any unauthorized use. If an employee's access login or password has been compromised or the remote access user's computer, laptop, or any City-owned equipment is lost, stolen, or otherwise compromised, the Information Technology Department must be contacted immediately. City equipment should be used only by the employee.

All e-mails and materials created using remote access privileges are the property of the City and should not be regarded as private communications. Additionally, all emails, documents, and other materials created using remote access privileges are public records and will be subject to the disclosure rules of the Public Records Act.

10. Remote Safety Requirements:

Employees are expected to maintain their workspace safely and ergonomically, free from hazards that compromise safety. Employees are encouraged to request an ergonomic review of their remote workstation from their supervisor. Injuries sustained by the employee in a remote office location, in conjunction with regular work duties, are typically covered by the City's workers' compensation policy.

Employees working remotely are responsible for notifying their supervisor of any injuries as soon as possible and should complete an Incident Report Form, which is available on the city's shared files.

Employees should not have work-related individuals (non-city employees), vendors, or other customers visit them at their remote work site.

If the Mayor advises employees not to report to work or to leave early due to inclement weather, power loss, or other emergency conditions, such time will be considered paid time off, and the employee will not be charged against accrued vacation or floating holiday leave. If you are working remotely during this time, you may elect to continue working remotely and be compensated at your regular pay rate.

11. Remote Hours Worked and Meal/Rest Period Requirements:

Employees approved to work remotely are expected to adhere to their assigned work schedule unless their supervisor approves otherwise. They must also observe regular lunch and rest periods. For overtime-eligible employees, any overtime hours require the advance approval of the employee's supervisor. Failure to comply with this requirement may result in termination of the remote work arrangement. An employee working remotely may be required by their supervisor to maintain a daily log of work activities and/or report their work activities.

The employee will follow existing City policies to utilize paid sick leave, vacation time, or other accrued leave. Remote work is not a substitute for taking leave. Employees on a remote work schedule will be required to use leave as they would if they were in the office (for example, if you would take leave to attend a non-work appointment, you would take leave while working remotely).

12. Remote Employee Availability/Responsiveness Requirements:

An employee working remotely must be available and responsive during regularly scheduled work hours. Regardless of an agreed-upon remote work schedule, if an employee's in-person presence is needed, the employee must remain willing and able to come to the worksite to perform job duties.

Supervisors should give at least 24 hours' advance notice whenever possible. A request to come to the worksite during regularly scheduled work hours is not considered a schedule change. Reporting to the office from a remote work location incurs commute time, which is non-compensable. For this reason, and due to tax implications, the City will not approve remote work arrangements where the employee's remote work location

would be permanently outside the State of Washington. The City will make a reasonable effort to provide advance notice of any changes to an established Regular remote work schedule; however, advance notice may not always be possible. For union-represented employees, schedule changes should be made in compliance with the relevant union contract.

13. Professionalism:

Employees must use good judgment and professionally conduct themselves during all virtual interactions. This includes using appropriate language and content in chat functions, ensuring that background noises are minimized and non-disruptive, and using professional virtual backgrounds. Employees should dress appropriately to appear on video and be prepared to activate their video during calls if requested.

14. Remote Employee Disciplinary Action:

Failure to follow the rules and guidelines stated in this policy may result in progressive disciplinary action, up to and including termination, as outlined in the relevant union contract.

15. Temporary Out-of-State and International Work:

Temporary travel outside Washington or internationally while working remotely is at the discretion of the Department Director. Before approving a request under this subsection, the Director shall consult the City Administrator on the proposed remote work location. The Director shall have the authority to temporarily modify the employee's regular remote work schedule to accommodate travel.

The approval or denial of a request under this subsection shall be in writing. Approval of a request shall specify the duration of out-of-state or international travel. If the employee is traveling to a time zone outside the Pacific Time Zone, approval of a request shall specify the portion of the employee's workday that must be worked within Duvall's standard business hours.

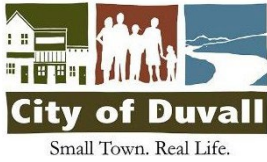
An employee approved to temporarily work remotely from out of state is highly encouraged to seek professional advice on the potential tax and deduction impacts before working out of state.

16. Procedures:

1. The employee schedules a time to meet with their supervisor to discuss the potential of a remote work agreement.
2. The employee and the supervisor meet and:
 - a. Review the needs of the Department/City in relation to the employee's position,
 - b. Determine the type of remote work arrangement that works best for the employee, the Department, and the City.
 - i. For an Intermittent/Situational Remote Agreement, the Remote Work Agreement Form is not required.

Approval for this agreement must be documented by e-mail.

- ii. For a Regular Remote Agreement, the Remote Work Agreement Form is required. The Remote Work Agreement is to be completed by the employee and their supervisor and should outline:
 - 1) How many days of the week will the employee work remotely.
 - 2) Whether the employee is seeking to work remotely on a full-time, part-time, or intermittent basis.
 - 3) Any barriers to the work-from-home request, and
 - 4) The employee's remote workspace location and equipment needs.
3. After the employee meets with their supervisor and completes the Remote Work Agreement Form as applicable, the supervisor and the Department Director will determine if the remote work proposal should be approved, rejected, or approved with modifications. The agreement must be approved by the City Administrator and/or Mayor.
4. The city will determine, with information supplied by the employee and the supervisor or Department Director, the appropriate equipment, such as a laptop, monitor, CPU (Central Processing Unit), scanner, mouse, keyboard, etc., for each remote working arrangement.
5. The employee will need to obtain any office supplies required to perform job duties from the office.
6. The employee must establish a safe and appropriate remote work environment.



Appendix

Remote Work Agreement Form

City of Duvall Remote Work Agreement Form

Full Name

Employee Number

Position Title

Department Title

Supervisor

Address where remote work will be performed

Remote work arrangement start date (today's date)

Sunday Work Hours

Sunday Work Location

Monday Work Hours

Monday Work Location

Tuesday Work Hours

Tuesday Work Location

Wednesday Work Hours

Wednesday Work Location

Thursday Work Hours

Thursday Work Location

Friday Work Hours

Friday Work Location


Saturday Work Hours

Saturday Work Location

- I attest that I have adequate space in my home/remote work location to perform the duties of my position. I agree
- to the terms of the Remote Work Policy and the terms stated in this Remote Work Agreement.

SIGNATURES	Date	Notes/Approved/Not Approved
Employee Signature:		
Supervisor Signature:		
Department Director Signature:		
City Administrator/Mayor:		

APPENDIX L

		CITY OF DUVALL ADMINISTRATIVE POLICY AND PROCEDURE	
Title: HAZARDOUS AND INCLEMENT WEATHER AND NATURAL DISASTER PERSONNEL POLICY		Subject: Personnel	
		Policy Number: 2025-02	
Effective Date: 02/06/2025	Supersedes:	Prepared By: Cynthia McNabb, City Administrator	Mayor's Approval

1. Purpose:

The City of Duvall, as both an employer and a service provider, recognizes the importance of ensuring the safety and well-being of its employees during inclement weather, natural disasters, hazards, and other unforeseen workplace emergencies. The continuation of City services is not only critical for residents' safety but also for the welfare of our employees. This policy is designed to establish guidelines for compensation and staffing during such conditions, in accordance with Duvall Municipal Code Section 4.04.210, to ensure the safety and well-being of our workforce.

2. Definitions:

For this policy, the following definitions will apply:

Emergency Essential Personnel: Employees who are needed to meet public safety and health requirements or to provide maintenance and protection to critical City facilities and/or infrastructure.

Hazard: A source of the situation with the potential for human injury or ill health, and/or damage to property or the environment, or a combination of the two.

Hourly employee: An employee who is compensated on an hourly basis for each hour of work performed, including time worked in excess of 40 hours in a work week.

Inclement Weather: Severe weather that is accompanied by one or more of the following: public school closures, interruption of transit service, blockading of streets, significant power outages, an air quality index value of 151-200 (red) or higher as measured by the Puget Sound Clean Air Agency, and/or a Mayoral proclamation of closure or delayed opening of City offices.

Natural Disaster: Catastrophic events that have the potential to cause property damage, fatalities, and/or other social and environmental disruptions.

3. Policy Statements:

A. Unless otherwise directed by the mayor or their designee, the City is open for business to deliver municipal services during all scheduled hours of operation.

Unless otherwise directed or authorized, employees are expected to be at work as scheduled, regardless of weather conditions, hazards, or other emergencies.

- B. This policy provides a flexible framework for identifying all employees as either emergency essential personnel or non-emergency essential personnel. In the event of hazardous, emergency, or inclement weather conditions, this identification is subject to change.
- C. The mayor, or their designee, retains authority to determine when inclement weather conditions warrant suspension of non-emergency essential services, i.e., closure of certain City facilities or functions.
- D. For employees represented under the terms of a collective bargaining agreement, this policy will prevail except where it conflicts with the agreement, any memoranda of agreement or understanding signed pursuant to the agreement, or any recognized and established practice relative to the members of the agreement.
- E. This policy does not apply to individuals employed under the terms of a grant that includes compensation provisions inconsistent with this policy or to individuals hired by the City on a temporary or intermittent basis.

4. Compensation Procedures for Inclement Weather, Hazards, or Natural Disasters:

- A. When inclement weather, hazardous, or other conditions **do not** warrant a Mayoral proclamation of office closure or delayed opening, but individual employees decide not to report to work due to their safety concerns, transportation problems, or dependent care issues, the following leave and compensation procedures apply:
 - i. Employees must notify their supervisor(s) as soon as possible of their decision not to report to work.
 - ii. Time-loss incurred by an employee due to inclement weather may be charged against vacation, compensatory time, personal holidays, and other appropriate leave balances. If these forms of paid leave are unavailable, unpaid leave for the period of absence will be required consistent with the Duvall Municipal Code and any provisions of applicable collective bargaining agreements.
 - iii. Sick leave may not be used to cover hazardous or inclement weather or natural disaster time loss where no declaration or closure has been announced unless the conditions for using state or City-authorized sick leave accruals are met, i.e., the employee or their qualified family member is ill or injured. The decision to use sick leave in these situations will be at the employee's discretion, with approval from their supervisor.
 - iv. Employees can use paid sick leave when their child's school is closed due to any declared emergency by the school district. This includes emergencies caused by natural disasters or public health crises.
 - v. At their supervisor's discretion, an hourly employee may make up lost time through an adjusted work schedule, but under no circumstances shall this result in the employee becoming eligible for overtime compensation unless overtime compensation was already anticipated and approved by the employee's supervisor for that day.
 - vi. Supervisors may approve an employee to work remotely under the City's Remote Work policy for


either the duration of or partial periods during hazardous, emergency or inclement weather conditions or natural disasters. Prior to approval for remote work, employees must have the working conditions available to them to fully complete their regular assigned duties, such as power, internet connectivity, and the ability to work with minimal distractions (including being free of family care obligations).

- B. If the mayor, or their designee, **declares that City offices and/or facilities are closed** or office or facility openings are delayed due to hazardous or inclement weather or natural disaster, the following leave and compensation procedures apply:
- i. Employees designated as emergency-essential employees by the mayor, their designee, or Department Directors shall report to the work sites according to the work schedules established for them by their supervisors. They shall be paid for hours worked under any applicable code provisions or terms in a collective bargaining agreement.
 - ii. Employees who have not been designated as emergency-essential personnel shall not report to work, whether or not they are able to do so, as long as City offices are designated as closed. Their time loss may be covered by vacation, sick, compensatory time, personal holidays, other appropriate leave balances, or time off without pay.
 - iii. If a facilities closure has been announced that there will be in excess of two consecutive business days, affected employees may be redeployed to another work site within the City of Duvall or to a telework status. If the employee is offered the option to be redeployed to an alternative work site within the city or a telework status and is *unwilling* to accept the redeployed assignment, the employee will utilize accrued vacation or personal leave or earned compensatory time to cover their continued absence beginning the third full scheduled workday. If an employee is *unable* to deploy to another work site due to the closure of their child's school or an office closure, the use of sick leave accruals will also be made available.
 - iv. In the event of a delayed opening of a city office or facility, employees should not attempt to report to work significantly in advance of the communicated opening time to allow emergency essential personnel to perform their jobs and to ensure the safety of employees and the residents of Duvall. All efforts will be made to adjust the schedule so that employees are able to work their full scheduled hours during the pay period. If an employee chooses to not report to work or cannot report to work due to transportation or dependent care needs, they will use accrued vacation, sick, personal leave, or earned compensatory time to cover their absence.
 - v. Employees can use paid sick leave when their workplace or child's school is closed due to any declared emergency. This includes emergencies caused by natural disasters or public health crises.
 - vi. In the event of early closure, employees who were at work when the closure decision was implemented will be paid for the remainder of their entire scheduled shift and will not be required to use leave. Employees who leave before the closure shall use accrued vacation personal leave or earned compensatory time to cover their absence. If parents need to leave early due to school closure, they are entitled to use sick leave accruals.
 - vii. Employees who were pre-scheduled to be in a telework or remote status during an office

closure shall not be required to report to a facility unless they are designated as an emergency essential employee or the ability to telework is compromised by hazardous or inclement weather or natural disaster (i.e., they no longer have power or internet.) In such a case where the employee can no longer telework, the Supervisor should assign the employee to a work facility that is available, if applicable.

- viii. Employees already on leave status (vacation, compensatory, sick leave, leave without pay, etc.) when the delayed opening, early closure, or full closure is implemented will not be allowed to change their leave status.

APPENDIX M

		CITY OF DUVALL ADMINISTRATIVE POLICY AND PROCEDURE	
Title: LIGHT DUTY POLICY		Subject: Personnel	
		Policy Number: 2025-03	
Effective Date: 02/06/2025	Supersedes:	Prepared By: City Administrator Cynthia McNabb	Mayor's Approval

1. **PURPOSE:** To establish procedures related to injury claims (workers' compensation or private disability) and light duty.
2. **SCOPE:** This policy applies to all eligible employees of the City of Duvall unless otherwise addressed by a current collective bargaining agreement or public safety policy.
3. **POLICY:** Employees who cannot perform the full scope of their job duties due to injury, illness, or short-term disability may be permitted or required to work in a light-duty assignment temporarily.
4. **REFERENCES:** RCW 51.32.090(8), WAC 296-14, the Americans with Disabilities Act, and the Washington State Law Against Discrimination.
5. **PROCEDURES:**
 - A. **Injury Claims.** When an employee is injured due to an on-the-job accident, incident, or exposure and seeks medical treatment, a workers' compensation claim with Labor and Industries should be filed by the employee or attending physician. If an employee is injured in an off-the-job incident, they have the option to file a disability claim, as provided for in City policy or the applicable collective bargaining agreement.
 1. **Kept on Salary.** For worker's compensation claims purposes (on-the-job incidents), the City can choose at its sole discretion to keep employees who are injured at work on salary on a case-by-case basis under RCW 51.32.090 (8) and WAC 296-14-524.
 2. **Use of Paid Leave/Leave Buyback.** If an employee is not kept on salary and files a worker's compensation (on-the-job) or disability claim (off-the-job) because they are unable to return to work per the written recommendations of the attending physician, the employee can use paid leave or leave without pay in accordance with City Municipal Code, Civil Service Commission rules, policy and/or any relevant collective bargaining agreement.

If an employee is approved for workers' compensation time loss benefits (on-the-job) or another disability claim (off-the-job), they may turn in their time loss or

disability check to the Finance Department. If an employee elects to turn in their time loss or check to the Finance Department, paid leave will be returned to their accrual bank in an amount equal to the check's cash value.

Any employee receiving paid sick leave eligible for time-loss payments under the Washington State Labor & Industries workers' compensation program shall, for the duration of such payments, receive only that portion of their regular salary, which, together with said payments, will equal their regular salary. To avoid undue hardship on the employee caused by the time lag involved in time-loss payments, the employee shall be paid their full salary. Upon receipt of time-loss payments, the employee shall endorse such payments to the City, as per Duvall Municipal Code, Section 4.12.070.

3. Independent Medical Examination. At its own expense, the City may require an examination performed by a physician of its choice to determine when the employee can return to work and if the employee will be capable of performing the duties and responsibilities of the position.
 4. Medical Premiums/Benefits. Maintaining employer medical, dental, and vision benefits depends on the nature of the injury/accident/illness, length of absence, and ability to use paid or shared leave. Decisions regarding maintaining City benefits shall be made on a case-by-case basis. All City employees on leave of absence or who have been terminated will have access to COBRA benefits.
- B. Light or Modified Duty Assignments. Should an employee become injured or ill, it is essential that they return to work as soon as is medically safe for them to do so. The City will stay in contact with the employee and their medical provider to keep up-to-date on their recovery progress.


Based on the limitations/requirements outlined by the injured employee's medical provider, the City has developed/can develop transitional light or modified duty assignments for employees who cannot return to their regular duties while recovering from their injury. The City will seek approval from the injured employee's attending physician to determine if the duties of the light or modified duty assignment can safely be performed.

1. Light or modified duty assignments are not intended to be a permanent job change but only transitional and temporary. The availability of light-duty assignments depends on the employees' restrictions and the City's business needs at that time. The existence of this light duty policy does not, in any way, guarantee that light duty will be available at any given time or for any duration; however, the offering and availability of light duty assignments shall be evenly applied to all City employees to the extent feasible. At its discretion, the City reserves the right to determine whether to offer a light-duty assignment. No employee shall be "entitled" to receive a light-duty assignment under this policy. This policy is not intended to address circumstances where an employee is medically determined to have sustained permanent restrictions upon their ability to perform the essential functions of their

position.

2. Light or modified duty assignments are generally limited to sixty (60) days. They may be extended for up to six (6) months at the sole discretion of the injured employee's Department Director and the City Administrator. Assignments longer than six (6) months but no longer than twelve (12) months can be approved by the City Administrator in rare circumstances. A decision on whether to extend a modified or light duty assignment will be based on the medical prognosis of the injured employee and their ability to return to work under their regular job duties eventually. The injured employee may be compensated at a different rate of pay depending upon the job duties required.
 3. Should an employee be assigned light or modified duty, they will be expected to follow the advice of their medical provider. If employees have trouble performing light or modified duties, they must immediately tell their supervisor and follow up with their medical provider. Adjustments in light duty or modified assignments may be possible.
 4. Light or modified duty assignments can be provided to employees who are injured off-the-job, but the City's priority will be to provide these assignments to employees who are injured on the job. Nothing in this procedure should be interpreted as a legal obligation for the City to provide any employee with light or modified duty assignments at any time. The City is bound by the Americans with Disabilities Act, the Washington State Law Against Discrimination, and any or all relevant state or federal laws.
6. **City/Supervisor Communication.** The employee must communicate regularly with their supervisor and/or the appropriate City Administration staff person. Lack of response or lack of communication may lead to a delay in providing the benefits or light duty assignment described in this policy

APPENDIX N

		CITY OF DUVALL ADMINISTRATIVE POLICY AND PROCEDURE	
Title: ANIMALS IN THE WORKPLACE		Subject: Personnel	
		Policy Number: 2025-04	
Effective Date: 02/06/2025	Supersedes:	Prepared By: City Administrator Cynthia McNabb	Mayor's Approval

1. Purpose:

To establish guidelines for bringing pets into the workplace, we aim to strike a balance between the desire for a welcoming environment and the need to maintain a safe and productive work environment, taking into account the needs and concerns of all our employees.

2. Policy Statement:

The City of Duvall recognizes that there are circumstances where animals as pets may be brought to the workplace. This policy is adopted to help ensure the safety, welfare, and well-being of city employees and visitors by clarifying the obligations, eligibility, and expectations of pet owners who desire to bring pets to the workplace.

This policy does not establish the terms, conditions, and accommodations for employees seeking an accommodation for a service animal under the Americans with Disabilities Act. Employees seeking an ADA accommodation should contact the City Administrator's Office for further assistance. This policy also does not address accessibility of visitors to City buildings, facilities, parks, and property with service animals.

3. Definitions:

For this policy, the following definitions will apply:

Pet Owner: Anyone employed by the City of Duvall who brings a pet to the workplace.

Pet: A domestic animal that is owned by, resides with, and is cared for by an employee of the City of Duvall. This will include dogs, cats, and fish in aquariums holding less than 25 gallons of water. For this policy, pets include dogs, cats, birds, and other animals, but exclude snakes, ferrets, rats, mice, and spiders. Questions regarding what constitutes a domestic animal should be directed to the City Administrator. Decisions about the appropriateness of bringing a pet into the workplace will be made based on the potential risks to the pet, employees, and community members, as well as the perceived disruptions caused by the pet.

4. Legal Requirements:

The City of Duvall must ensure that all applicable legal requirements that this policy may implicate are met. These include, but are not limited to:

A. **Washington Industrial Safety and Health Act (WISHA):** The City of Duvall has a general duty to create a safe and healthful working environment for employees.

B. **Americans with Disabilities Act (ADA):** The City of Duvall must provide reasonable accommodations

for employees and visitors with documented disabilities as defined by law. This policy recognizes that Service Animals, under the ADA, are accepted into and around city facilities and property. Service Animals are dogs that are individually trained to perform tasks for people with disabilities. Service Animals are not defined as “pets.” The work or task a dog has been trained to perform must be directly related to the person’s disability. **Dogs or animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.** Service Animals must be harnessed, leashed, or tethered unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other adequate controls. Service Animals are allowed to accompany people with disabilities in all areas of the City of Duvall where the public is usually allowed to go or where employees are assigned to work.

The City Administrator may request that the employee discontinue bringing the pet to the workplace if there are policy violations or procedures outlined herein. The City Administrator may also determine that pets must be brought home immediately at the employee’s expense and time if the pet’s behavior or health creates a distraction, nuisance, or danger to an employee or visitor to the City of Duvall. The City Administrator’s decisions under this section are not subject to appeal unless the employee requires a reasonable accommodation under the Americans with Disabilities Act.

Failure to comply with the policy terms or bringing an unauthorized pet to the workplace may result in disciplinary action.

5. Eligibility & Expectations:

A. Criteria:

- At least 3 months old.
- Up to date on vaccinations required by state law.
- Free of any communicable infections or any parasites such as fleas.
- Clean and well-groomed.
- No history of biting, excessive barking, chasing, or aggressive behavior.
- Microchipped and/or licensed in King County.
- Covered under their owner’s insurance policy, which must cover dog bites.
- The pet must be well-behaved and house-trained.
- The pet must not cause disruptions to the work environment.

B. Pet Owner Responsibilities:

- Will follow this policy.
- Clean up after the pet immediately, both inside and outside city buildings.
- Be responsible for any undue wear or damage to the City of Duvall property that the pet may cause.
- Keep the pet quiet and calm.
- Move the pet in and out of buildings using the most expedient route, minimizing time in areas where pets are not allowed or would be distracting.
- Minimize distractions caused by the pet.
- Do not leave the pet unsupervised in a city or personal vehicle on City property. It creates or may reasonably create a health risk to the animal.
- Respect the comfort levels of colleagues and visitors.
- Be 100% responsible for their pet’s behavior.

C. Limitations:

- Pets are not allowed in certain areas, such as the kitchen or public areas.
- Employees with pet allergies or phobias have the right to request accommodations, which may result in a pet being excluded from the workplace.
- Pets must not be brought to meetings where the employee will be meeting with members of the public or meetings of a policymaking body of the city.
- Employee will not transport their pets in a city-owned vehicle.
- The City reserves the right to restrict or prohibit pets in specific circumstances. These circumstances may include, but are not limited to, instances where the pet's presence poses a safety risk, its behavior is disruptive, or it interferes with the work of other employees.

D. Communication:

- Before bringing a pet to the workplace, the pet owner will first check with others at the work site to ensure that there are no concerns, such as allergies or fears of dogs.
- In the event of legitimate health concerns, including mental and psychological health, the pet may not be brought to that work site or work area unless it is required as part of an ADA disability accommodation.
- Implement a trial period to assess the impact of pets in the workplace and be willing to adjust, including discontinuing bringing pets to the office if the pet is a distraction or if there are employee concerns. The employee bringing the pet should check in regularly with co-workers to assess whether there is continued support for having their pet in the office.

E. Recommendations:

- Employees should have a mat or small rug in their private offices to protect the carpet.
- Employees desiring to bring pets to the private office regularly should have a baby gate or other containment to keep pets in the office.
- Post a sign on office doors indicating that a pet is inside.

APPENDIX O

Acceptable Use Policy	Created: 11/1/2022
City of Duvall	Updated: 02/14/2025
CONFIDENTIAL	Target Audience: Users, Technical

Acceptable Use Policy

1.0 Introduction

City of Duvall is hereinafter referred to as “the city.” It is the employee’s responsibility to follow this policy. Failure to adhere to this policy may result in disciplinary action, including but not limited to termination of employment.

2.0 Overview

Although there are several reasons to provide a user with network access, the most common is to grant access to employees for the performance of their job functions. This access carries specific responsibilities and obligations as to what constitutes acceptable use of the city network. This policy outlines the guidelines for using the city’s information technology resources and specifies prohibited actions. While this policy is as complete as possible, no policy can cover every situation, and thus, the user is asked to use common sense when using city resources. Questions on what constitutes acceptable use should be directed to the user's supervisor.

3.0 Purpose

Since the improper use of city systems exposes the city to risk, it is essential to clearly define what is permitted and what is prohibited. The purpose of this policy is to outline the acceptable use of the city’s information technology resources, ensuring the protection of all parties involved.

4.0 Scope

The scope of this policy encompasses all use of city IT resources, including, but not limited to, computer systems, email, the network, and the city's Internet connection.

5.0 Policy

5.1 Email Use

Personal usage of city email systems is prohibited. Users should use the city email systems for business communications only.

- The following is never permitted: spamming, harassment, communicating threats, solicitations, chain letters, or pyramid schemes. This list is not exhaustive, but is included to provide a frame of reference for types of activities that are prohibited.
- The user is prohibited from forging email header information or attempting to impersonate another person.
- Email is an insecure method of communication, and thus, information that is considered confidential or proprietary to the city may not be sent via email, regardless of the recipient, without proper encryption.
- It is city policy not to open email attachments from unknown senders or when such attachments are unexpected.

- Email systems were not designed to transfer large files, and as such, emails should not contain attachments of excessive file size.

Please note that detailed information about the use of email may be covered in the city's Email Policy.

5.2 Confidentiality

Confidential data must not be A) shared or disclosed in any manner to non-employees of the city, B) posted on the Internet or any publicly accessible systems, or C) transferred in any insecure manner. Please note that this is a brief overview of how to handle confidential information, and that other policies may provide more detailed guidance on the proper use of this information.

5.3 Network Access

The user should make reasonable efforts to avoid accessing network data, files, and information that are not directly related to their current job function(s). The existence of access capabilities does not imply permission to use this access.

5.4 Unacceptable Use

The following actions shall constitute unacceptable use of the city network. This list is not exhaustive, but is included to provide a frame of reference for types of activities that are deemed unacceptable. The user may not use the city network and/or systems to:

- Engage in activity that is illegal under local, state, federal, or international law.
- Engage in any activities that may cause embarrassment, loss of reputation, or other harm to the city.
- Disseminate defamatory, discriminatory, vilifying, sexist, racist, abusive, rude, annoying, insulting, threatening, obscene, or otherwise inappropriate messages or media.
- Engage in activities that cause an invasion of privacy.
- Engage in activities that cause disruption to the workplace environment or create a hostile workplace.
- Make fraudulent offers for products or services.
- Perform any of the following: port scanning, security scanning, network sniffing, keystroke logging, or other IT information gathering techniques when not part of an employee's job function.
- Install or distribute unlicensed or "pirated" software.
- Reveal personal or network passwords to others, including family, friends, or other members of the household, when working from home or remote locations.

5.5 Blogging and Social Networking

Blogging and social networking by the city's employees are subject to the terms of this policy, whether performed from the city network or from personal systems. Blogging and social networking is never allowed from the city computer network. In no blog or website, including blogs or sites published from personal or public systems, shall the city be identified, city business matters discussed, or material detrimental to the city published. The user must not identify himself or herself as an employee of the city in a blog or on a social networking site. The user assumes all risks associated with blogging and/or social networking.

5.6 Instant Messaging

Instant Messaging is allowed for city communications only on approved applications only. The user should recognize that Instant Messaging may be an insecure medium and should take any necessary steps to follow guidelines on disclosure of confidential data.

5.7 Overuse

Actions detrimental to the computer network or other city resources, or that negatively affect job performance are not permitted.

5.8 Web Browsing

The Internet is a network of interconnected computers of which the city has very little control. The user should recognize this when using the Internet and understand that it is a public domain and he or she can come into contact with information, even inadvertently, that he or she may find offensive, sexually explicit, or inappropriate. The user must use the Internet at his or her own risk. The city is specifically not responsible for any information that the user views, reads, or downloads from the Internet.

5.9 Personal Use

Personal use of city computer systems to access the Internet is not permitted under any circumstances.

5.10 Copyright Infringement

The city's computer systems and networks must not be used to download, upload, or otherwise handle illegal and/or unauthorized copyrighted content. Any of the following activities constitute violations of acceptable use policy, if done without permission of the copyright owner: A) copying and sharing images, music, movies, or other copyrighted material using P2P file sharing or unlicensed CD's and DVD's; B) posting or plagiarizing copyrighted material; and C) downloading copyrighted files which employee has not already legally procured. This list is not meant to be exhaustive; copyright law applies to a wide variety of works and applies to much more than is listed above.

5.11 Peer-to-Peer File Sharing

Peer-to-Peer (P2P) networking is not allowed on the city network under any circumstance.

5.12 Streaming Media

Streaming media can use a great deal of network resources and thus must be used carefully. Streaming media is allowed for job-related functions only.

5.13 Monitoring and Privacy

Users should expect no privacy when using the city network or city resources. Such use may include but is not limited to transmission and storage of files, data, and messages. The city reserves the right to monitor any and all use of the computer network. To ensure compliance with city policies this may include the interception and review of any emails, or other messages sent or received, inspection of data stored on personal file directories, hard disks, and removable media.

5.14 Bandwidth Usage

Excessive use of city bandwidth or other computer resources is not permitted. Large file downloads or other bandwidth-intensive tasks that may degrade network capacity or performance must be performed during times of low city-wide usage.

5.15 Personal Usage

Personal use of city computer systems is not permitted under any circumstances.

5.16 Remote Desktop Access

Use of remote desktop software and/or services is allowable as long as it is provided by the city. Remote access to the network must conform to the city's Remote Access Policy.

5.17 Circumvention of Security

Using city-owned or city-provided computer systems to circumvent any security systems, authentication systems, user-based systems, or escalating privileges without authorization is expressly prohibited. Knowingly taking any actions to bypass or circumvent security is expressly prohibited.

5.18 Use for Illegal Activities

No city-owned or city-provided computer systems may be knowingly used for activities that are considered illegal under local, state, federal, or international law. Such actions may include, but are not limited to, the following:

- Unauthorized Port Scanning
- Unauthorized Network Hacking
- Unauthorized Packet Sniffing
- Unauthorized Packet Spoofing
- Unauthorized Denial of Service
- Unauthorized Wireless Hacking
- Any act that may be considered an attempt to gain unauthorized access to or escalate privileges on a computer or other electronic system

- Acts of Terrorism
- Identity Theft
- Spying
- Downloading, storing, or distributing violent, perverse, obscene, lewd, or offensive material as deemed by applicable statutes
- Downloading, storing, or distributing copyrighted material

The city will take all necessary steps to report and prosecute any violations of this policy.

5.19 Non-City-Owned Equipment

Non-city-provided equipment is expressly prohibited on the city's network. Exceptions may apply to devices such as mobile devices on designated networks such as guest wireless networks.

5.20 Personal Storage Media

Personal storage devices represent a serious threat to data security and are expressly prohibited on the city's network.

5.21 Software Installation

Installation of non-city-supplied programs is prohibited. Numerous security threats can masquerade as innocuous software - malware, spyware, and Trojans can all be installed inadvertently through games or other programs. Alternatively, software can cause conflicts or have a negative impact on system performance.

5.22 Reporting of Security Incident

If a security incident or breach of any security policies is discovered or suspected, the user must immediately notify his or her supervisor and/or follow any applicable guidelines as detailed in the city Incident Response Policy. Examples of incidents that require notification include:

- Suspected compromise of login credentials (username, password, etc.).
- Suspected virus/malware/Trojan infection.
- Loss or theft of any device that contains city information.
- Loss or theft of ID badge or keycard.
- Any attempt by any person to obtain a user's password over the telephone, by email, by text, etc.
- Any other suspicious event that may impact the city's information security.

Users must treat a suspected security incident as confidential information and report the incident only to his or her supervisor. Users must not withhold information relating to a security incident or interfere with an investigation.

5.23 Applicability of Other Policies

This document is part of the city's cohesive set of security policies. Other policies may apply to the topics covered in this document and as such the applicable policies should be reviewed as needed.

6.0 Enforcement

This policy will be enforced by the IT Manager(s) and/or the Executive Team. Violations may result in disciplinary action, which may include suspension, restriction of access, or more severe penalties up to and including termination of employment. Where illegal activities or theft of city property (physical or intellectual) are suspected, the city may report such activities to the applicable authorities.

7.0 Definitions

Blogging the process of writing or updating a "blog," which is an online, user-created journal (short for "web log").

Instant Messaging is A text-based computer application that allows two or more Internet-connected users to "chat" in real time.

Peer-to-Peer (P2P) File Sharing: A distributed network of users who share files by directly connecting to the users' computers over the Internet rather than through a central server.

Remote Desktop Access is a Remote control software that allows users to connect to, interact with, and control a computer over the Internet just as if they were sitting in front of that computer.

Streaming Media Information, typically audio and/or video, that can be heard or viewed as it is being delivered, which allows the user to start playing a clip before the entire download has completed.

8.0 Revision History

Revision 1.0, 11/1/2022

Revision 1.1, 7/24/2024

Revision 1.2, 9/5/2024

Revision 1.3, 2/14/2025

APPENDIX P

Email Policy	Created: 11/1/2022
City of Duvall	Updated: 02/14/2025
CONFIDENTIAL	Target Audience: Users, Technical

Email Policy

1.0 Introduction

City of Duvall is hereinafter referred to as “the city.” It is the employee’s responsibility to follow this policy. Failure to adhere to this policy may result in disciplinary action, including but not limited to termination of employment.

2.0 Overview

Email is an essential component of business communication; however, it presents a unique set of challenges due to its potential to introduce security threats to the network. Email can also impact the city's liability by providing a written record of communications, so having a well-thought-out policy is essential. This policy outlines expectations for the appropriate, safe, and effective use of email.

2.0 Purpose

The purpose of this policy is to outline the city's guidelines for using the email system. This policy will help the city reduce the risk of email-related security incidents, foster good business communications both internally and externally, and ensure the consistent and professional application of the city's email principles.

3.0 Scope

The scope of this policy includes the city's email system in its entirety, including desktop and/or web-based email applications, server-side applications, email relays, and associated hardware. It covers all electronic mail sent from the system, as well as any external email accounts accessed from the city network.

4.0 Policy

5.1 Proper Use of City Email Systems

Users are asked to exercise common sense when sending or receiving email from city accounts. Additionally, the following applies to the proper use of the city email system.

5.1.1 Sending Email

When using a city email account, emails must be addressed and sent carefully. Users should keep in mind that the city loses control of email once it is sent outside the city network. Users must take extreme care when typing in addresses, particularly when email address auto-complete features are enabled, using the "reply all" function, or using distribution lists in order to avoid inadvertent information disclosure to an unintended recipient. Careful use of email will help the city prevent the unintentional disclosure of sensitive or non-public information.

5.1.2 Personal Use and General Guidelines

Personal usage of city email systems is prohibited. Users should use the city email systems for business communications only.

- The following is never permitted: spamming, harassment, communicating threats, solicitations, chain letters, or pyramid schemes. This list is not exhaustive, but it is included to provide a frame of reference for the types of activities that are prohibited.
- The user is prohibited from forging email header information or attempting to impersonate another person.
- Email can be an insecure method of communication, and thus information that is considered confidential or proprietary to the city may not be sent via email, regardless of the recipient, without proper encryption and authorization.
- It is city policy not to open email attachments from unknown senders, or when such attachments are unexpected. These emails should be properly reported.
- Email systems were not designed to transfer large files and as such emails should not contain attachments of excessive file size.

Please note that the topics above may be covered in more detail in other sections of this policy.

5.1.3 Business Communications and Email

The city uses email as an important communication medium for business operations. Users of the city email system are expected to check and respond to email in a consistent and timely manner during business hours.

Additionally, users are asked to recognize that email sent from a city account reflects the city, and, as such, email must be used with professionalism and courtesy.

5.1.4 Email Signature

An email signature (contact information appended to the bottom of each outgoing email) is required for all emails sent from the city email system. At a minimum the signature should include the user's:

- Title
- City name
- Phone number(s)
- URL for city website

Email signatures may not include personal messages (political, humorous, etc.). The IT staff is able to assist with email signature setup if necessary.

5.1.5 Autoresponders

The city requires the use of an autoresponder if the user is out of the office for an entire business day or more. The auto-response should notify the sender that the user is out of the office, the date of the user's return, and who the sender should contact if immediate assistance is required.

5.1.6 Mass Emailing

The city makes the distinction between the sending of mass emails and the sending of unsolicited email (spam). Mass emails may be useful for both advertising and non-advertising purposes (such as when communicating with the city's employees or user base) and are allowed as the situation dictates. The sending of spam, on the other hand, is strictly prohibited.

It is the city's intention to comply with applicable laws governing the sending of mass emails. For this reason, as well as in order to be consistent with good business practices, the city requires that email sent to more than twenty (20) recipients external to the city have the following characteristics:

1. The email must contain instructions on how to unsubscribe from receiving future emails (a simple "reply to this message with UNSUBSCRIBE in the subject line" will do). Unsubscribe requests must be honored immediately.
2. The email must contain a subject line relevant to the content.
3. The email must contain contact information, including the full physical address of the sender.
4. The email must contain no intentionally misleading information (including the email header), blind redirects, or deceptive links.

Note that emails sent to city employees, existing users, or persons who have already inquired about the city's services are exempt from the above requirements.

5.1.7 Opening Attachments

Users must use care when opening email attachments. Viruses, Trojans, and other malware can be easily delivered as an email attachment. Users should:

- Never open unexpected email attachments.
- Never open email attachments from unknown sources.
- Never click links within email messages unless he or she is certain of the link's safety. It is often best to copy and paste the link into your web browser, or retype the URL, as specially formatted emails can hide a malicious URL. Instead of using or clicking the URL, it is encouraged to go directly to the website and navigate to the required page whenever possible.

The city may use methods to block what it considers to be dangerous or emails or strip potentially harmful email attachments as it deems necessary.

5.1.8 Monitoring and Privacy

Users should expect no privacy when using the city network or city resources. Such use may include but is not limited to: transmission and storage of files, data, and messages. The city reserves the right to monitor any and all use of the computer network. To ensure compliance with city policies this may include the interception and review of any emails, or other messages sent or received, inspection of data stored on personal file directories, hard disks, and removable media.

5.1.9 City Ownership of Email

Users should be advised that the city owns and maintains all legal rights to its email systems and network, and thus any email passing through these systems is owned by the city and it may be subject to use for purposes not anticipated by the user. Keep in mind that email may be backed up, otherwise copied, retained, or used for legal, disciplinary, or other reasons. Additionally, the user should be advised that email sent to or from certain public or governmental entities may be considered public record.

5.1.10 Contents of Received Emails

Users must understand that the city has little control over the contents of inbound email, and that this email may contain material that the user finds offensive. If unsolicited email becomes a problem, the city may attempt to reduce the amount of this email that the users receive, however no solution will be 100 percent effective. The best course of action is to not open emails that, in the user's opinion, seem suspicious. If the user is particularly concerned about an email, or believes that it contains illegal content, he or she should notify his or her supervisor.

5.1.11 Access to Email from Mobile Phones

Many mobile phones or other devices, often called smartphones, provide the capability to send and receive email. The city permits users to access the city email system from a mobile phone if authorized. Refer to the Mobile Device Policy for more information.

5.1.12 Email Regulations

Any specific regulations (industry, governmental, legal, etc.) relating to the city's use or retention of email communications must be listed here or appended to this policy.

5.2 External and/or Personal Email Accounts

The city recognizes that users may have personal email accounts in addition to their city-provided account. The following sections apply to non-city provided email accounts:

5.2.1 Use for City Business

Users must use the city email system for all business-related email. Users are prohibited from sending business email from a non-city-provided email account.

5.2.2 Access from the City Network

Users are prohibited from accessing external or personal email accounts from the city network.

5.2.3 Use for Personal Reasons

Users are required to use a non-city-provided (personal) email account for all non-business communications. The city email system is for city communications only. Users must follow applicable policies regarding the access of non-city-provided accounts from the city network.

5.3 Confidential Data and Email

The following sections relate to confidential data and email:

5.3.1 Passwords

As with any city passwords, passwords used to access email accounts must be kept confidential and used in adherence with the Password Policy. At the discretion of the IT Manager(s), the city may further secure email with certificates, two factor authentication, or another security mechanism.

5.3.2 Emailing Confidential Data

Email can be an insecure means of communication. Users should think of email as they would a postcard, which, like email, can be intercepted and read on the way to its intended recipient.

The city requires that any email containing confidential information, regardless of whether the recipient is internal or external to the city network, be encrypted using commercial-grade, strong encryption.

5.4 City Administration of Email

The city will use its best effort to administer the city's email system in a manner that allows the user to both be productive while working as well as reduce the risk of an email-related security incident.

5.4.1 Filtering of Email

A good way to mitigate risk from email is to filter it before it reaches the user so that the user receives only safe, business-related messages. For this reason, the city will filter email at the Internet gateway and/or the mail server, in an attempt to filter out spam, viruses, or other messages that may be deemed A) contrary to this policy, or B) a potential risk to the city's IT security. No method of email filtering is 100 percent effective, so the user is asked additionally to be cognizant of this policy and use common sense when opening emails.

Additionally, many email and/or anti-malware programs will identify and quarantine emails that it deems suspicious. This functionality may or may not be used at the discretion of the IT Manager(s) or authorized individuals.

5.4.2 Email Disclaimers

The use of an email disclaimer, usually text appended to the end of every outgoing email message, is an important component in the city's risk reduction efforts. The city requires the use of email disclaimers on every outgoing email, which must contain the following notices:

- The email is for the intended recipient only
- The email may contain private information
- If the email is received in error, the sender should be notified, and any copies of the email destroyed
- Any unauthorized review, use, or disclosure of the contents is prohibited

An example of such a disclaimer is:

NOTE: This email message and any attachments are for the sole use of the intended recipient(s) and may contain confidential and/or privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by replying to this email, and destroy all copies of the original message.

The city will continuously review any applicable regulations relating to its electronic communication to ensure that its email disclaimer includes all required information.

5.4.3 Email Deletion

Users are encouraged to delete email periodically when the email is no longer needed for business purposes. The goal of this policy is to keep the size of the user's email account manageable and reduce the burden on the city to store and backup unnecessary email messages.

However, users are strictly forbidden from deleting email in an attempt to hide a violation of this or another city policy. Further, email must not be deleted when there is an active investigation or litigation where that email may be relevant.

5.4.4 Retention and Backup

Email should be retained and backed up in accordance with the applicable policies, which may include but are not limited to the: Backup and Disaster Recovery Policy, and Data Retention Policy.

Unless otherwise indicated, for the purposes of backup and retention, email should be considered operational data.

5.4.5 Address Format

Email addresses must be constructed in a standard format in order to maintain consistency across the city. The city format is:

- Firstname.Lastname@citydomain.gov
- FirstinitialLastname@citydomain.gov

If there is an issue with this format, such as an email already in use, a different format will be used.

5.4.6 Email Aliases

Often the use of an email alias, which is a generic address that forwards email to a user account, is a good idea when the email address needs to be in the public domain, such as on the Internet. Aliases reduce the exposure of unnecessary information, such as the address format for city email, as well as (often) the names of city employees who handle certain functions. Keeping this information private can decrease risk by reducing the chances of a social engineering attack.

A few examples of commonly used email aliases are:

- hr@citydomain.com
- helpesk@citydomain.com
- pr@citydomain.com
- info@citydomain.com

The city requires the use of email aliases in all situations where an email address will be exposed to, or reachable by,

the general public.

5.4.7 Account Activation

Email accounts will be set up for each user determined to have a business need to send and receive city email. Accounts will be set up at the time a new hire starts with the city, or when a promotion or change in work responsibilities for an existing employee creates the need to send and receive email.

Accounts on the city email system will never be provided to non-employees of the city unless otherwise authorized by the IT Manager(s) or authorized individuals.

5.4.8 Account Termination

When a user leaves the city, or his or her email access is officially terminated for another reason, the city will disable the user's access to the account by password change, disabling the account, or another method. The city is under no obligation to block the account from receiving email and may continue to forward inbound email sent to that account to another user or set up an auto-response to notify the sender that the user is no longer employed by the city.

5.4.9 Storage Limits

As part of the email service, email storage may be provided on city servers or other devices. The email account storage size must be limited to what is reasonable for each employee, at the determination of the IT Manager(s) or authorized individuals. Storage limits may vary by employee or position within the city.

5.5 Prohibited Actions

The following actions shall constitute unacceptable use of the city email system. This list is not exhaustive, but is included to provide a frame of reference for types of activities that are deemed unacceptable. The user may not use the city email system to:

- Send any information that is illegal under applicable laws.
- Access another user's email account without A) the knowledge or permission of that user, which should only occur in extreme circumstances, or B) the approval of city executives in the case of an investigation, or C) when such access constitutes a function of the employee's typical job responsibilities.
- Send any emails that may cause embarrassment, damage to reputation, or other harm to the city.
- Disseminate defamatory, discriminatory, vilifying, sexist, racist, abusive, rude, harassing, annoying, insulting, threatening, obscene, or otherwise inappropriate messages or media.
- Send emails that cause disruption to the workplace environment or create a hostile workplace. This includes sending emails that are intentionally inflammatory or that include information not conducive to a professional working atmosphere.
- Make fraudulent offers for products or services.
- Attempt to impersonate another person or forge an email header.

- Send spam, solicitations, chain letters, or pyramid schemes.
- Knowingly misrepresent the city's capabilities, business practices, warranties, pricing, or policies.
- Conduct non-city-related business.

The city may take steps to report and prosecute violations of this policy, in accordance with city standards and applicable laws.

5.5.1 Data Leakage

Data can leave the network in a number of ways. Often this occurs unintentionally by a user with good intentions. For this reason, email poses a particular challenge to the city's control of its data.

Unauthorized emailing of city data, confidential or otherwise, to external email accounts for the purpose of saving this data external to city systems is prohibited. If a user needs access to information from external systems (such as from home or while traveling), that user should notify his or her supervisor rather than emailing the data to a personal account or otherwise removing it from city systems.

The city may employ data loss prevention techniques to protect against leakage of confidential data at the discretion of the IT Manager(s) or authorized individuals.

5.5.2 Sending Large Emails

Email systems were not designed to transfer large files and as such emails should not contain attachments of excessive file size. The city asks that the user limit email attachments to 10Mb or less.

The user is further asked to recognize the additive effect of large email attachments when sent to multiple recipients and use restraint when sending large files to more than one person.

5.6 Applicability of Other Policies

This document is part of the city's cohesive set of security policies. Other policies may apply to the topics covered in this document and as such the applicable policies should be reviewed as needed.

6.0 Enforcement

This policy will be enforced by the IT Manager(s) and/or executive team. Violations may result in disciplinary action, which may include suspension, restriction of access, or more severe penalties up to and including termination of employment. Where illegal activities are suspected, the city may report such activities to the applicable authorities. If any provision of this policy is found to be unenforceable or voided for any reason, such invalidation will not affect any remaining provisions, which will remain in force.

7.0 Definitions

Autoresponder An email function that sends a predetermined response to anyone who sends an email to a certain address. Often used by employees who will not have access to email for an extended period of time, to notify senders of their absence.

Certificate Also called a "Digital Certificate." A file that confirms the identity of an entity, such as a city or person.

Often used in VPN and encryption management to establish trust of the remote entity.

Data Leakage Also called Data Loss, data leakage refers to data or intellectual property that is pilfered in small amounts or otherwise removed from the network or computer systems. Data leakage is sometimes malicious and sometimes inadvertent by users with good intentions.

Email Short for electronic mail, email refers to electronic letters and other communication sent between networked computer users, either within a city or between companies.

Encryption The process of encoding data with an algorithm so that it is unintelligible and secure without the key. Used to protect data during transmission or while stored.

Mobile Device A portable device that can be used for certain applications and data storage. Examples are PDAs or Smartphones.

Password A sequence of characters that is used to authenticate a user to a file, computer, network, or other device. Also known as a passphrase or passcode.

Spam Unsolicited bulk email. Spam often includes advertisements, but can include malware, links to infected websites, or other malicious or objectionable content.

Smartphone A mobile telephone that offers additional applications, such as PDA functions and email.

Two Factor Authentication A means of authenticating a user that utilizes two methods: something the user has, and something the user knows. Examples are smart cards, tokens, or biometrics, in combination with a password.

8.0 Revision History

Revision 1.0, 11/1/2022

Revision 1.1, 07/24/2024

Revision 1.2, 09/05/2024

Revision 1.3, 02/14/2025

APPENDIX Q

E-Waste Policy	Created: 11/1/2022
City of Duvall	Updated: 02/14/2025
CONFIDENTIAL	Target Audience: Users, Technical

E-Waste Policy

1.0 Introduction

City of Duvall is hereinafter referred to as “the city.” It is the employee’s responsibility to follow this policy. Failure to adhere to this policy may result in disciplinary action including but not limited to termination of employment.

2.0 Overview

Electronic waste or e-waste is any unwanted electronic device or cathode ray tube (CRT). It is considered a universal waste, a type of hazardous waste and must be disposed of in a safe and appropriate manner.

3.0 Purpose

Since e-waste can pose environmental and health risks, it is important to outline proper e-waste disposal. The purpose of this policy is to detail the appropriate method of disposing of unwanted electronic devices.

4.0 Scope

The scope of this policy includes any and all city IT resources that could potentially need disposal.

5.0 Policy

5.1 Types of E-Waste

The following are considered e-waste devices. They include but are not limited to:

- CRT Televisions
- LCD, OLED, and plasma televisions
- Laptops with LCD monitors
- LCD monitors, smart displays, and tablets
- OLED desktop monitors, laptops, and tablets
- Computers, computer monitors, and printers
- Switches, firewalls, WAPs, and servers
- VCRs

- Portable DVD players with video screens
- Telephones and cell phones
- Radios

Please note that this is a limited list. If there is a question on whether a device is considered e-waste, the employee should speak with the IT Manager(s) or their supervisor.

5.2 Disposal of Devices

Devices that contain non-sensitive data are devices such as monitors, old televisions without smart functionality, radios, etc. It is recommended that employees filter these devices with IT Staff to confirm there is no sensitive information available. If there is no sensitive data, IT Staff can immediately dispose of it in a proper manner by placing it in the designated location to be recycled through an approved vendor.

Devices that may contain sensitive data such as routers, switches, smart-tv's, servers, and some printers are required to be wiped using approved methods before being recycled. When disposing of network devices such as routers and switches it is recommended to follow the 30-30-30 rule which includes the following: pressing the reset button for 30 seconds, unplugging the device from power for 30 seconds, and then plug in the device with the reset button depressed for 30 seconds. Once complete, confirmation of the reset must be performed. If going through a vendor, a Certificate is required stating that data has been wiped or destroyed.

If disposal is part of the process of replacement, this process is included in the Inventory Management Process. When only disposal is required to begin this process, approved staff should first email helpdesk@acorntechservices.com. The following information will be required:

1. Asset name

If no asset name exists and its value is \$200 or more:

- i. Equipment description

If no asset name exists and its value is less than \$200:

- i. Equipment description
- ii. Quantity

2. What will happen after Acorn removes equipment from support, such as:

- i. Kept as onsite spare
- ii. Given away for personal use
- iii. Recycled

3. A ticket is created in Acorn's ticketing system
4. Documentation and inventory are updated by Acorn onsite team
5. Unless otherwise specified, equipment removed from Acorn support will be removed physically from a support user's possession, have the data wiped, and physically recycled.
6. Acorn team will remove support management software from the device regardless of what happens to the device if being removed from support

5.3 Disposal of Drives

Drives will often contain sensitive and confidential information. For this reason, all drives including hard disk drives and solid-state drives are required to go through the proper channels to protect the city's information. All drives must first be wiped using approved methods. The drives must then be destroyed to protect sensitive data. If a third-party is utilized, the city is required to use an authorized vendor who will provide a Certificate of Destruction.

5.4 Reusing Devices

City employees are prohibited from reusing devices designated for recycling. All e-waste must be wiped and disposed of.

6.0 Enforcement

This policy will be enforced by the IT Manager(s) and/or Executive Team. Violations may result in disciplinary action, which may include suspension, restriction of access, or more severe penalties up to and including termination of employment. Where illegal activities or theft of city property (physical or intellectual) are suspected, the city may report such activities to the applicable authorities.

7.0 Definitions

E-Waste Any unwanted electronic device or cathode ray tube (CRT)

Certificate of Destruction A document that guarantees that data has been wiped and/or destroyed

8.0 Revision History

Revision 1.0, 11/1/2022

Revision 1.1, 7/24/2024

Revision 1.2, 9/5/2024

Revision 1.3, 2/14/2025

APPENDIX R

Guest Access Policy	Created: 11/1/2022
City of Duvall	Updated: 02/14/2025
CONFIDENTIAL	Target Audience: Users, Technical

Guest Access Policy

1.0 Introduction

City of Duvall is hereinafter referred to as “the city.” It is the employee’s responsibility to follow this policy. Failure to adhere to this policy may result in disciplinary action including but not limited to termination of employment.

2.0 Overview

Guest access to the city's network is often necessary for customers, consultants, or vendors who are visiting the city's offices. This can be simply in the form of outbound Internet access, or the guest may require access to specific resources on the city's network. Guest access to the city's network must be tightly controlled.

3.0 Purpose

The city may wish to provide network access as a courtesy to guests wishing to access the Internet, or by necessity to visitors with a business need to access the city's resources. This policy outlines the city's procedures for securing guest access.

4.0 Scope

The scope of this policy includes any visitor to the city wishing to access the network or Internet through the city's infrastructure and covers both wired and wireless connections. This scope excludes guests accessing wireless broadband accounts directly through a cellular carrier or third party where the traffic does not traverse the city's network.

5.0 Policy

5.1 Granting Guest Access

Guest access will be provided on a case-by-case basis to any person who can demonstrate a reasonable business need to access the network or access the Internet from the city network.

5.1.1 AUP Acceptance

Guests must agree to and sign the city's Acceptable Use Policy (AUP) before being granted access.

5.1.2 Approval

Guests’ need for access will be evaluated and provided on a case-by-case basis. This should involve select management approval if the request is non-standard.

5.1.3 Account Use

The city may provide a generic guest account that can be re-used by different guests. If these accounts are offered,

they are only to be used by guests. Users with network accounts must use their accounts for network access. These guest accounts should be disabled when not in use.

5.1.4 Security of Guest Machines

Guest machines must be audited by the Information Technology department before being allowed to access the network. The city should ensure that the Network Access and Authentication Policy will be adhered to, which may involve a virus/malware scan prior to being granted access.

5.2 Guest Access Infrastructure Requirements

Best practices dictate that guest access be kept separate, either logically or physically, from the city network, since guests have typically not undergone the same amount of scrutiny as the city's employees. At a minimum, guest access must be logically separated from the city's network via a demilitarized zone (DMZ), firewall, or other access controls. Guest access should be provided prudently and monitored for appropriateness of use.

5.3 Restrictions on Guest Access

Guest access will be restricted to the minimum amount necessary. Depending on the guest needing access, this can often be limited to outbound Internet access only. The city will evaluate the needs of each guest and provide additional access if a business need arises.

5.4 Monitoring of Guest Access

Since guests are not city employees, they are not considered trusted users. As such, the city will monitor guest access to ensure that the city's interests are protected and the Acceptable Use Policy is adhered to.

5.5 Applicability of Other Policies

This document is part of the city's comprehensive set of security policies. Other policies may also apply to the topics covered in this document; therefore, the applicable policies should be reviewed as needed.

6.0 Enforcement

This policy will be enforced by the IT Manager(s) and/or the Executive Team. Violations may result in disciplinary action, which may include suspension, restriction of access, or more severe penalties up to and including termination of employment. Where illegal activities or theft of city property (physical or intellectual) are suspected, the city may report such activities to the applicable authorities.

7.0 Definitions

Account A combination of username and password that allows access to computer or network resources.

Guest: A visitor to the city premises who is not an employee.

8.0 Revision History

Revision 1.0, 11/1/2022

Revision 1.1, 07/24/2024

Revision 1.2, 09/05/2024

Revision 1.3, 02/14/2025

APPENDIX S

Mobile Device Policy	Created: 11/1/2022
City of Duvall	Updated: 02/14/2025
CONFIDENTIAL	Target Audience: Users, Technical

Mobile Device Policy

1.0 Introduction

City of Duvall is hereinafter referred to as “the city.” It is the employee’s responsibility to follow this policy. Failure to adhere to this policy may result in disciplinary action including but not limited to termination of employment.

2.0 Overview

Generally speaking, a more mobile workforce is a more flexible and productive workforce. For this reason, business use of mobile devices is growing. However, as these devices become vital tools to the workforce, more and more sensitive data is stored on them, and thus the risk associated with their use is growing. Special consideration must be given to the security of mobile devices.

3.0 Purpose

The purpose of this policy is to specify city standards for the use and security of mobile devices.

4.0 Scope

This policy applies to city data as it relates to mobile devices that are capable of storing such data, including, but not limited to, laptops, notebooks, PDAs, smart phones, and USB drives. Since the policy covers the data itself, ownership of the mobile device is irrelevant. This policy covers any mobile device capable of coming into contact with city data.

5.0 Policy

5.1 Physical Security

By nature, a mobile device is more susceptible to loss or theft than a non-mobile system. The city should carefully consider the physical security of its mobile devices and take appropriate protective measures, including the following:

- Laptop locks and cables can be used to secure laptops when in the office or other fixed locations.
- Mobile devices should be kept out of sight when not in use.
- Care should be given when using or transporting mobile devices in busy areas.
- As a general rule, mobile devices must not be stored in cars. If the situation leaves no other viable alternatives, the device must be stored in the trunk, with the interior trunk release locked; or in a lockable compartment such as a glove box.

- The city should evaluate the data that will be stored on mobile devices and consider remote wipe/remote delete technology. This technology allows a user or administrator to make the data on the mobile device unrecoverable.
- The city should continue to monitor the market for physical security products for mobile devices, as it is constantly evolving.

5.2 Data Security

If a mobile device is lost or stolen, the data security controls that were implemented on the device are the last line of defense for protecting city data. The following sections specify the city's requirements for data security as it relates to mobile devices.

5.2.1 Laptops

Laptops must require a username and password or biometrics for login.

5.2.2 Smartphones/Tablets

Encryption and login passwords are required on smartphones and tablets.

5.2.3 Mobile Storage Media

This section covers any USB drive, flash drive, memory stick or other personal data storage media. Storing city data on such devices is not permitted under any circumstance.

5.2.4 Portable Media Players

No city data can be stored on personal media players.

5.2.5 Other Mobile Devices

Unless specifically addressed by this policy, storing city data on other mobile devices, or connecting such devices to city systems, is expressly prohibited. Questions or requests for clarification on what is and is not covered should be directed to the IT Manager(s) or authorized individuals.

5.3 Connecting to Unsecured Networks

Users are prohibited from connecting city-provided computers to any network other than the city's network. Examples of unsecured networks would typically, but not always, relate to Internet access, such as access provided from a home network, access provided by a hotel, an open or for-pay wireless hotspot, a convention network, or any other network not under direct control of the city. When working remotely, employees should be using the city provided VPN. Employees should reference the city's VPN Policy for clarification.

5.4 General Guidelines

The following guidelines apply to the use of mobile devices:

- Loss, Theft, or other security incident related to a city-provided mobile device must be reported promptly.

- Confidential data should not be stored on mobile devices unless it is absolutely necessary. If confidential data is stored on a mobile device, it must be appropriately secured.
- Data stored on mobile devices must be securely disposed of as mentioned in the E-waste Policy.
- Users are not to store city data on non-city-provided mobile equipment. This does not include simple contact information, such as phone numbers and email addresses, stored in an address book on a personal phone or PDA.

5.5 Audits

The city must conduct periodic reviews to ensure policy compliance. A sampling of surveys or audits of sign-in devices is suggested.

5.6 Applicability of Other Policies

This document is part of the city's cohesive set of security policies. Other policies may apply to the topics covered in this document and as such the applicable policies should be reviewed as needed.

6.0 Enforcement

This policy will be enforced by the IT Manager(s) and/or Executive Team. Violations may result in disciplinary action, which may include suspension, restriction of access, or more severe penalties up to and including termination of employment. Where illegal activities or theft of city property (physical or intellectual) are suspected, the city may report such activities to the applicable authorities.

7.0 Definitions

Encryption The process of encoding data with an algorithm so that it is unintelligible without the key. Used to protect data during transmission or while stored.

Mobile Devices A portable device that can be used for certain applications and data storage. Examples are PDAs or Smartphones.

Mobile Storage Media A data storage device that utilizes flash memory to store data. Often called a USB drive, flash drive, or thumb drive.

Password A sequence of characters that is used to authenticate a user to a file, computer, or network. Also known as a passphrase or passcode.

PDA Stands for Personal Digital Assistant. A portable device that stores and organizes personal information, such as contact information, calendar, and notes.

Portable Media Player A mobile entertainment device used to play audio and video files. Examples are mp3 players and video players.

Smartphone A mobile telephone that offers additional applications, such as PDA functions and email.

8.0 Revision History

Revision 1.0, 11/1/2022
Revision 1.1, 07/24/2024
Revision 1.2, 09/05/2024
Revision 1.3, 02/14/2025

APPENDIX T

Network Access and Authentication Policy	Created: 11/1/2022
City of Duvall	Updated: 02/14/2025
CONFIDENTIAL	Target Audience: Users, Technical

Network Access and Authentication Policy

1.0 Introduction

City of Duvall is hereinafter referred to as “the city.” It is the employee’s responsibility to follow this policy. Failure to adhere to this policy may result in disciplinary action including but not limited to termination of employment.

2.0 Overview

Consistent standards for network access and authentication are critical to the city's information security and are often required by regulations or third-party agreements. Any user accessing the city's computer systems has the ability to affect the security of all users of the network. An appropriate Network Access and Authentication Policy reduces the risk of a security incident by requiring consistent application of authentication and access standards across the network.

3.0 Purpose

The purpose of this policy is to describe what steps must be taken to ensure that users connecting to the city network are authenticated in an appropriate manner, in compliance with city standards, and are given the least amount of access required to perform their job function. This policy specifies what constitutes appropriate use of network accounts and authentication standards.

4.0 Scope

The scope of this policy includes all users who have access to city-owned or city-provided computers or require access to the city network and/or systems. This policy applies not only to employees, but also to guests, contractors, and anyone requiring access to the city network. Public access to the city's externally reachable systems, such as its city website or public web applications, are specifically excluded from this policy.

5.0 Policy

5.1 Account Setup

During initial account setup, certain checks must be performed in order to ensure the integrity of the process. The following policies apply to account setup:

- Positive ID and coordination with Human Resources is required.
- Users will be granted the least amount of network access required to perform his or her job function.
- Users will be granted access only if he or she accepts the Acceptable Use Policy.
- Access to the network will be granted in accordance with the Acceptable Use Policy, and VPN Policy.

5.2 Account Use

Network accounts must be implemented in a standard fashion and utilized consistently across the organization. The following policies apply to account use:

- Accounts must be created using a standard format (FirstinitialLastname)
- Accounts must be password protected (refer to the Password Policy for more detailed information).
- Accounts must be for individuals only. Account sharing and group accounts are only permitted for business and job functions.
- User accounts must not be given administrator or 'root' access unless this is necessary to perform his or her job function.
- Occasionally guests will have a legitimate business need for access to the city network. When a reasonable need is demonstrated, temporary guest access is allowed. This access, however, must be severely restricted to only those resources that the guest needs at that time, and disabled when the guest's work is completed.
- Individuals requiring access to confidential data must have an individual, distinct account. This account may be subject to additional monitoring or auditing at the discretion of the IT(s) Manager or executive team, or as required by applicable regulations or third-party agreements.

5.3 Account Termination

When managing network and user accounts, it is important to stay in communication with the Human Resources department so that when an employee no longer works at the city, that employee's account can be disabled. Human Resources must create a process to notify the IT Manager(s) or authorized individuals in the event of a staffing change, which includes employment termination, employment suspension, or a change of job function (promotion, demotion, suspension, etc.).

5.4 Authentication

User machines must be configured to request authentication against the domain at startup. If the domain is not available or authentication for some reason cannot occur, then the machine should not be permitted to access the network.

5.5 Use of Passwords

When accessing the network locally, username and password is an acceptable means of authentication. Usernames must be consistent with the requirements set forth in this document, and passwords must conform to the city's Password Policy.

5.6 Remote Network Access

Remote access to the network can be provided for convenience to users but this comes at some risk to security. For that reason, the city encourages additional scrutiny of users remotely accessing the network. Due to the elevated risk,

city policy dictates that when accessing the network remotely two-factor authentication (such as smart cards, tokens, or biometrics) must be used. Remote access must adhere to the Remote Access Policy.

5.7 Screensaver Passwords

Screensaver passwords offer an easy way to strengthen security by removing the opportunity for a malicious user, curious employee, or intruder to access network resources through an idle computer. For this reason, screensaver passwords are required to be activated after 10 minutes of inactivity.

5.8 Minimum Configuration for Access

Any system connecting to the network can have a serious impact on the security of the entire network. A vulnerability, virus, or other malware may be inadvertently introduced in this manner. For this reason, users must strictly adhere to city standards with regard to antivirus software and patch levels on their machines. Users must not be permitted network access if these standards are not met. This policy will be enforced with product that provides network admission control.

5.9 Encryption

Industry best practices state that username and password combinations must never be sent as plain text. If this information were intercepted, it could result in a serious security incident. Therefore, authentication credentials must be encrypted during transmission across any network, whether the transmission occurs internally to the city network or across a public network such as the Internet.

5.10 Failed Logons

Repeated logon failures can indicate an attempt to 'crack' a password and surreptitiously access a network account. In order to guard against password-guessing and brute-force attempts, the city must lock a user's account after 3 unsuccessful logins. This can be implemented as a time-based lockout or require a manual reset, at the discretion of the IT Manager(s) or authorized individuals.

In order to protect against account guessing, when logon failures occur the error message transmitted to the user must not indicate specifically whether the account name or password were incorrect. The error can be as simple as "the username and/or password you supplied were incorrect."

5.11 Non-Business Hours

While some security can be gained by removing account access capabilities during non-business hours, the city does not mandate time-of-day lockouts. Some businesses require all-hours access.

5.12 Applicability of Other Policies

This document is part of the city's comprehensive set of security policies. Other policies may also apply to the topics covered in this document; therefore, the applicable policies should be reviewed as needed.

6.0 Enforcement

This policy will be enforced by the IT Manager(s) and/or the Executive Team. Violations may result in disciplinary action, which may include suspension, restriction of access, or more severe penalties up to and including termination

of employment. Where illegal activities or theft of city property (physical or intellectual) are suspected, the city may report such activities to the applicable authorities.

7.0 Definitions

Antivirus Software An application used to protect a computer from viruses, typically through real time defenses and periodic scanning. Antivirus software has evolved to cover other threats, including Trojans, spyware, and other malware.

Authentication A security method used to verify the identity of a user and authorize access to a system or network.

Biometrics The process of using a person's unique physical characteristics to prove that person's identity. Commonly used are fingerprints, retinal patterns, and hand geometry.

Encryption The process of encoding data with an algorithm so that it is unintelligible without the key. Used to protect data during transmission or while stored.

Password A sequence of characters that is used to authenticate a user to a file, computer, or network. Also known as a passphrase or passcode.

Smart Card A plastic card containing a computer chip capable of storing information, typically to prove the identity of the user. A card-reader is required to access the information.

Token A small hardware device used to access a computer or network. Tokens are typically in the form of an electronic card or key fob with a regularly changing code on its display.

8.0 Revision History

Revision 1.0, 11/1/2022

Revision 1.1, 07/24/2024

Revision 1.2, 09/05/2024

Revision 1.3, 02/14/2025

APPENDIX U

Network Security Policy	Created: 11/1/2022
City of Duvall	Updated: 02/14/2025
CONFIDENTIAL	Target Audience: Users, Technical

Network Security Policy

1.0 Introduction

City of Duvall is hereinafter referred to as “the city.” It is the employee’s responsibility to follow this policy. Failure to adhere to this policy may result in disciplinary action including but not limited to termination of employment.

2.0 Overview

The city wishes to provide a secure network infrastructure in order to protect the integrity of city data and mitigate the risk of a security incident. While security policies typically avoid providing overly technical guidelines, this policy is necessarily a more technical document than most.

3.0 Purpose

The purpose of this policy is to establish the technical guidelines for IT security, and to communicate the controls necessary for a secure network infrastructure. The network security policy will provide the practical mechanisms to support the city's comprehensive set of security policies. However, this policy purposely avoids being overly specific in order to provide some latitude in implementation and management strategies.

4.0 Scope

This policy covers all IT systems and devices that comprise the city network or that are otherwise controlled by the city.

5.0 Policy

5.1 Network Device Passwords

A compromised password on a network device could have devastating, network-wide consequences. Passwords that are used to secure these devices, such as routers, switches, and servers, must be held to higher standards than standard user-level or desktop system passwords.

5.1.1 Password Construction

Passwords can be a weak link in a security infrastructure. Because of this, the organization specifies that two factor authentication be used for network devices. This may be in the form of a smart card, hardware or software token, biometrics, or another method that greatly enhances security.

The organization recognizes, however, that not every system (internal and external) is compatible with two-factor authentication. Where a password must be used, the organization mandates that users adhere to the following guidelines on password construction:

- Passwords should be at least 12 characters
- Passwords should be comprised of a mix of letters, numbers and special characters (punctuation marks and symbols)
- Passwords should be comprised of a mix of upper- and lower-case characters
- Passwords should not be comprised of, or otherwise utilize, words that can be found in a dictionary
- Passwords should not be comprised of an obvious keyboard sequence (i.e., qwerty)
- Passwords should not include "guessable" data such as personal information like birthdays, addresses, phone numbers, locations, etc.

5.1.2 Failed Logons

Repeated logon failures can indicate an attempt to 'crack' a password and surreptitiously access a network account. In order to guard against password-guessing and brute-force attempts, the city must lock a user's account after 3 unsuccessful logins. This can be implemented as a time-based lockout or require a manual reset, at the discretion of the IT Manager(s) and authorized individuals.

In order to protect against account guessing, when logon failures occur the error message transmitted to the user must not indicate specifically whether the account name or password were incorrect. The error can be as simple as "the username and/or password you supplied were incorrect."

5.1.3 Change Requirements

Passwords must be changed according to the city's Password Policy. Additionally, the following requirements apply to changing network device passwords:

- If any network device password is suspected to have been compromised, all network device passwords must be changed immediately.
- If a city network or system administrator leaves the city, all passwords to which the administrator could have had access must be changed immediately. This statement also applies to any consultant or contractor who has access to administrative passwords.
- Vendor default passwords must be changed when new devices are put into service.

5.1.4 Password Policy Enforcement

Where passwords are used an application must be implemented that enforces the city's password policies on construction, changes, re-use, lockout, etc.

5.1.5 Administrative Password Guidelines

As a general rule, administrative (also known as "root") access to systems should be limited to only those who have a legitimate business need for this type of access. This is particularly important for network devices, since administrative changes can have a major effect on the network, and, as such, network security. Additionally,

administrative access to network devices should be logged.

5.2 Logging

The logging of certain events is an important component of good network management practices. Logging needs vary depending on the type of network system, and the type of data the system holds. The following sections detail the city's requirements for logging and log review.

5.2.1 Application Servers

Logs from application servers are of interest since these servers often allow connections from a large number of internal and/or external sources. These devices are often integral to smooth business operations.

Examples: Web, email, database servers

Requirement: At a minimum, logging of errors, faults, and login failures is required. Additional logging is encouraged as deemed necessary. No passwords should be contained in logs.

5.2.2 Network Devices

Logs from network devices are of interest since these devices control all network traffic and can have a huge impact on the city's security.

Examples: Firewalls, network switches, routers

Requirement: At a minimum, logging of errors, faults, and login failures is required. Additional logging is encouraged as deemed necessary. No passwords should be contained in logs.

5.2.3 Critical Devices

Critical devices are any systems that are critically important to business operations. These systems may also fall under other categories above - in any cases where this occurs, this section shall supersede.

Examples: File servers, lab or manufacturing machines, systems storing intellectual property

Requirements: At a minimum, logging of errors, faults, and login failures is required. Additional logging is encouraged as deemed necessary. No passwords should be contained in logs.

5.2.4 Log Management

While logging is important to the city's network security, log management can become burdensome if not implemented appropriately. As logs grow, so does the time required to review the logs. For this reason, the city recommends that logs be checked when necessary.

5.2.5 Log Review

Device logs do little good if they are not reviewed on a regular basis. Log management applications can assist in highlighting important events; however, a member of the city's IT team must still review the logs and require notifications for errors.

5.2.6 Log Retention

Logs should be retained in accordance with the city's Data Retention Policy. Unless otherwise determined by the IT manager(s) or authorized individuals, logs should be considered operational data.

5.3 Firewalls

Firewalls are arguably the most important component of a sound security strategy. Internet connections and other unsecured networks must be separated from the city network through the use of a firewall.

5.3.1 Configuration

The following statements apply to the city's implementation of firewall technology:

- Firewalls must provide secure administrative access (through the use of encryption) with management access limited, if possible, to only networks where management connections would be expected to originate.
- No unnecessary services or applications should be enabled on firewalls. The city should use 'hardened' systems for firewall platforms, or appliances.
- Clocks on firewalls should be synchronized with the city's other networking hardware using NTP or another means. Among other benefits, this will aid in problem resolution and security incident investigation.
- The firewall ruleset must be documented and audited quarterly. Audits must cover each rule, what it is for, if it is still necessary, and if it can be improved.
- For its own protection, the firewall ruleset must include a "stealth rule," which forbids connections to the firewall itself.
- The firewall must log dropped or rejected packets.

5.3.2 Outbound Traffic Filtering

Firewalls are often configured to block only inbound connections from external sources; however, by filtering outbound connections from the network, security can be greatly improved. This practice is also referred to as "Egress Traffic Filtering."

Blocking outbound traffic prevents users from accessing unnecessary, and many times, dangerous services. By specifying exactly what outbound traffic to allow, all other outbound traffic is blocked. This type of filtering would block root kits, viruses, and other malicious tools if a host were to become compromised.

The city requires that permitted outbound traffic be limited to only known "good" services, which are the following ports: 21, 22, 23, 25, 53, 80, 110, 443, and 995. All other outbound traffic must be blocked at the firewall unless an exception is granted from the IT Manager(s) or is necessary to conduct business operations.

5.4 Networking Hardware

Networking hardware, such as routers, switches, hubs, bridges, and access points, should be implemented in a

consistent manner. The following statements apply to the city's implementation of networking hardware:

- Networking hardware must provide secure administrative access (through the use of encryption) with management access limited, if possible, to only networks where management connections would be expected to originate.
- Clocks on all network hardware should be synchronized using NTP or another means. Among other benefits, this will aid in problem resolution and security incident investigation.
- If possible, for the application, switches are preferred over hubs. When using switches the city should use VLANs to separate networks if it is reasonable and possible to do so.
- Access control lists must be implemented on network devices that prohibit direct connections to the devices. Connections to the router should be limited to the greatest extent possible. Exceptions to this are management connections that can be limited to known sources.
- Unused services and ports must be disabled on networking hardware.
- Access to administrative ports on networking hardware must be restricted to known management hosts and otherwise blocked with a firewall or access control list.

5.5 Network Servers

Servers typically accept connections from a number of sources, both internal and external. As a general rule, the more sources that connect to a system, the more risk that is associated with that system, so it is particularly important to secure network servers. The following statements apply to the city's use of network servers:

- Unnecessary files, services, and ports should be removed or blocked. If possible, follow a server-hardening guide, which is available from the leading operating system manufacturers.
- Network servers, even those meant to accept public connections, must be protected by a firewall or access control list.
- If possible, a standard installation process should be developed for the city's network servers. This will provide consistency across servers, regardless of who handles the installation, whether an employee or contractor.
- Clocks on network servers should be synchronized with the city's other networking hardware using NTP or another means. Among other benefits, this will aid in problem resolution and security incident investigation.

5.6 Intrusion Detection/Intrusion Prevention

Intrusion Detection Systems (IDS) and Intrusion Prevention Systems (IPS) can be useful in network monitoring and security. The tools differ in that an IDS alerts to suspicious activity, whereas an IPS blocks the activity. When tuned correctly, IDSs are helpful but can generate a large amount of data that must be evaluated for the system to be of any use. IPSs automatically take action when they detect suspicious events, which can be both beneficial and detrimental, as legitimate network traffic can be blocked alongside malicious traffic.

The city requires the use of either an IDS or an IPS on critical or high-risk network segments. If an IDS is used, procedures must be implemented to review and respond to alerts promptly. If an IPS is used, procedures must be implemented that provide a mechanism for emergency unblocking if the IPS obstructs legitimate traffic. Additionally, if an IPS is used, it should be audited and documented in accordance with the standards outlined in the "Firewalls" section of this document. Employees should contact their immediate supervisor for clarification on accepted IDS or IPS tools.

5.7 Security Testing

Security testing, also known as a vulnerability assessment, a security audit, or penetration testing, is an important part of maintaining the city's network security. Security testing can be provided by IT Staff members but is often more effective when performed by a third party with no connection to the city's day-to-day Information Technology activities. The following sections detail the city's requirements for security testing.

5.7.1 Internal Security Testing

Internal security testing does not necessarily refer to testing of the internal network, but rather testing performed by members of the city's IT team. Internal testing should not replace external testing; however, when external testing is not practical for any reason, or as a supplement to external testing, internal testing can be helpful in assessing the security of the network.

Internal security testing is allowable, but only by employees whose job functions are to assess security, and only with permission of the IT Manager(s) or authorized individuals. Internal testing should have no measurable negative impact on the city's systems or network performance.

5.7.2 External Security Testing

External security testing, which is testing by a third-party entity, is an excellent way to audit the city's security controls. The IT Manager(s) must determine to what extent this testing should be performed, and what systems/applications it should cover.

External testing must not negatively affect network performance during business hours or network security at any time.

As a rule, "penetration testing," which is the active exploitation of city vulnerabilities, should be discouraged. If penetration testing is performed, it must not negatively impact city systems or data.

The frequency of external testing is up to the city's discretion.

5.8 Disposal of Information Technology Assets

IT assets, such as network servers and routers, often contain sensitive data about the city's network communications. When such assets are decommissioned, the following guidelines must be followed:

- Any asset tags or stickers that identify the city must be removed before disposal.
- Any configuration information must be removed by deletion or, if applicable, resetting the device to factory defaults.

- Physical destruction of the device's data storage mechanism (such as its hard drive or solid-state memory) is required. If physical destruction is not possible, the IT Manager(s) must be notified.

5.9 Network Compartmentalization

Good network design is integral to network security. By implementing network compartmentalization, which is separating the network into different segments, the city will reduce its network-wide risk from an attack or virus outbreak. Further, security can be increased if traffic must traverse additional enforcement/inspection points. The city requires the following with regard to network compartmentalization:

5.9.1 Higher Risk Networks

Examples: Guest network, wireless network

Requirements: Segmentation of higher risk networks from the city's internal network is required and must be enforced with a firewall or router that provides access controls.

5.9.2 Externally Accessible Systems

Examples: Email servers, web servers

Requirements: Segmentation of externally accessible systems from the city's internal network is required and must be enforced with a firewall or router that provides access controls.

5.9.3 Internal Networks

Examples: Sales, Finance, Human Resources

Requirements: Segmentation of internal networks from one another can improve security as well as reduce chances that a user will access data that he or she has no right to access. The city requires that networks be segmented to the fullest reasonable extent.

5.10 Network Documentation

Network documentation, specifically as it relates to security, is important for efficient and successful network management. Further, the process of regularly documenting the network ensures that the city's IT Staff has a firm understanding of the network architecture at any given time. The intangible benefits of this are immeasurable.

At a minimum, network documentation must include:

- Network diagram(s)
- System configurations
- Firewall ruleset
- IP Addresses
- Access Control Lists

The city requires that network documentation be performed and updated when changes occur.

5.11 Antivirus/Anti-Malware

Computer viruses and malware are pressing concerns in today's threat landscape. If a machine or network is not properly protected, a virus outbreak can have devastating effects on the machine, the network, and the entire city. The city provides the following guidelines on the use of antivirus/anti-malware software:

- All city-provided user workstations must have the designated XDR (extended detection and response) and/or anti-virus tool installed.
- Workstation software must maintain a current "subscription" to receive patches and virus signature/definition file updates.
- Patches, updates, and antivirus signature file updates must be installed in a timely manner, either automatically or manually
- In addition to the workstation requirements, virus and malware scanning must be implemented at the Internet gateway to protect the entire network from inbound threats.

5.12 Software Use Policy

Software applications can create risk in a number of ways, and thus certain aspects of software use must be covered by this policy. The city provides the following requirements for the use of software applications:

- Only legally licensed software may be used. Licenses for the city's software must be stored in a secure location.
- Open source and/or public domain software can only be used with the permission of the IT Manager(s).
- Software should be kept reasonably up to date by installing new patches and releases from the manufacturer.
- Vulnerability alerts should be monitored for all software products that the city uses. Any patches that fix vulnerabilities or security holes must be installed expediently.

5.13 Maintenance Windows and Scheduled Downtime

Certain tasks require that network devices be taken offline, either for a simple reboot, an upgrade, or other maintenance. When this occurs, the IT Staff must perform the tasks during a scheduled weekly or monthly maintenance window. Tasks that are deemed "emergency support," as determined by the IT Manager(s), should be done within one hour's notice to users, or immediately if the situation dictates.

5.14 Change Management

Documenting changes to network devices is a good management practice and can help speed resolution in the event of an incident. The IT Staff must document hardware and/or configuration changes to network devices in a "change log." Network devices must bear a sticker or tag that indicates essential information, such as the device name, IP

address, MAC address, asset information, and any additional data that may be helpful, including information about cabling.

5.15 Suspected Security Incidents

When a security incident is suspected that may impact a network device, the IT Staff should refer to the city's Incident Response policy for guidance.

5.16 Redundancy

Redundancy can be implemented on many levels, from redundancy of individual components to full-site redundancy. As a general rule, the more redundancies implemented, the higher the availability of the device or network, and the higher the associated cost. The city wishes to provide the IT Manager(s) with latitude to determine the appropriate level of redundancy for critical systems and network devices. Redundancy should be implemented where it is needed, and should include some or all of the following:

- Hard drive redundancy, such as mirroring or RAID
- Server level redundancy, such as clustering or high availability
- Component level redundancy, such as redundant power supplies or redundant NICs
- Keeping hot or cold spares onsite

5.17 Manufacturer Support Contracts

Outdated products can result in a serious security breach. When purchasing critical hardware or software, the city must purchase a maintenance plan, support agreement, or software subscription that will allow the city to receive updates to the software and/or firmware for a specified period of time. The plan must meet the following minimum requirements:

Hardware: The arrangement must allow for repair/replacement of the device within an acceptable time period, as determined by the IT Manager(s), as well as firmware or embedded software updates.

Software: The arrangement must allow for updates, upgrades, and hotfixes for a specified period of time.

5.18 Security Policy Compliance

It is the city's intention to comply with this policy not just on paper but in its everyday processes as well. With that goal in mind the city requires the following:

5.18.1 Security Program Manager

An employee must be designated by a manager for the city's security program. He or she will be responsible for the city's compliance with this security policy and any applicable security regulations. This employee must be responsible for A) the initial implementation of the security policies, B) ensuring that the policies are disseminated to employees, C) training and retraining of employees on the city's information security program (as detailed below), D) any ongoing testing or analysis of the city's security in compliance with this policy, E) updating the policy as

needed to adhere with applicable regulations and the changing information security landscape.

5.18.2 Security Training

A training program must be implemented that will detail the city's information security program to all users and/or employees covered by the policy, as well as the importance of data security. Employees must sign off on the receipt of, and in agreement to, the user-oriented policies. Re-training should be performed at least annually.

5.18.3 Security Policy Review

The city's security policies should be reviewed at least annually. Additionally, the policies should be reviewed when there is an information security incident, or a material change to the city's security policies. As part of this evaluation the city should review:

- Any applicable regulations for changes that would affect the city's compliance or the effectiveness of any deployed security controls.
- If the city's deployed security controls are still capable of performing their intended functions.
- If technology or other changes may have an effect on the city's security strategy.
- If any changes need to be made to accommodate future IT security needs.

5.19 Applicability of Other Policies

This document is part of the city's cohesive set of security policies. Other policies may apply to the topics covered in this document and as such the applicable policies should be reviewed as needed.

6.0 Enforcement

This policy will be enforced by the IT Manager(s) and/or Executive Team. Violations may result in disciplinary action, which may include suspension, restriction of access, or more severe penalties up to and including termination of employment. Where illegal activities or theft of city property (physical or intellectual) are suspected, the city may report such activities to the applicable authorities.

7.0 Definitions

ACL A list that defines the permissions for use of, and restricts access to, network resources. This is typically done by port and IP address.

Antivirus Software An application used to protect a computer from viruses, typically through real time defenses and periodic scanning. Antivirus software has evolved to cover other threats, including Trojans, spyware, and other malware.

Firewall A security system that secures the network by enforcing boundaries between secure and insecure areas. Firewalls are often implemented at the network perimeter as well as in high-security or high-risk areas.

Hub A network device that is used to connect multiple devices together on a network.

IDS Stands for Intrusion Detection System. A network monitoring system that detects and alerts to suspicious

activities.

IPS Stands for Intrusion Prevention System. A networking monitoring system that detects and automatically blocks suspicious activities.

NTP Stands for Network Time Protocol. A protocol used to synchronize the clocks on networked devices.

Password A sequence of characters that is used to authenticate a user to a file, computer, network, or other device. Also known as a passphrase or passcode.

RAID Stands for Redundant Array of Inexpensive Disks. A storage system that spreads data across multiple hard drives, reducing or eliminating the impact of the failure of any one drive.

Switch A network device that is used to connect devices together on a network. Differs from a hub by segmenting computers and sending data to only the device for which that data was intended.

VLAN Stands for Virtual Local Area Network (LAN). A logical grouping of devices within a network that act as if they are on the same physical LAN segment.

Virus also called a "Computer Virus." A replicating application that attaches itself to other data, infecting files similar to how a virus infects cells. Viruses can be spread through email or via network-connected computers and file systems.

8.0 Revision History

Revision 1.0, 11/1/2022

Revision 1.1, 07/25/2024

Revision 1.2, 09/05/2024

Revision 1.3, 02/14/2025

APPENDIX V

Password Policy	Created: 11/1/2022
City of Duvall	Updated: 02/14/2025
CONFIDENTIAL	Target Audience: Users, Technical

Password Policy

1.0 Introduction

City of Duvall is hereinafter referred to as “the city.” It is the employee’s responsibility to follow this policy. Failure to adhere to this policy may result in disciplinary action, including but not limited to termination of employment.

2.0 Overview

A solid password policy is perhaps the most important security control an organization can implement. Since the responsibility for choosing strong passwords falls on users, a detailed and easy-to-understand policy is essential.

3.0 Purpose

The purpose of this policy is to specify guidelines for the use of passwords. Most importantly, this policy will help users understand why strong passwords are a necessity and help them create passwords that are both secure and usable. Lastly, this policy will educate users on the safe use of passwords.

4.0 Scope

This policy applies to any person who is provided an account on the organization's network or systems, including employees, guests, contractors, partners, vendors, and others.

5.0 Policy

5.1 Construction

The best security against a password incident is simple: following a sound password construction strategy. The organization mandates that users adhere to the following guidelines on password construction:

- Passwords should be comprised of a mix of letters, numbers, and special characters.
- Passwords should be comprised of a mix of upper- and lower-case characters
- Passwords should not be comprised of, or otherwise utilize, words that can be found in a dictionary
- Passwords should not be comprised of an obvious keyboard sequence (i.e., qwerty)
- Passwords should not include "guessable" data such as personal information about yourself, your spouse, your pet, your children, birthdays, addresses, phone numbers, locations, etc.
- Passwords should be at least eight characters (though it is recommended they be at least 14 characters) and easy to remember. For this reason, passphrases are preferred. E.g. “Cl0ud1sTh3Furtur30fT3chn010gy101\$”

Creating and remembering strong passwords does not have to be difficult. Substituting numbers for letters is a common way to introduce extra characters - a '3' can be used for an 'E,' a '4' can be used for an 'A,' or a '0' for an 'O.' Symbols can be introduced this way as well, for example an 'i' can be changed to a '!'.

Another way to create an easy-to-remember strong password is to think of a sentence, and then use the first letter of each word as a password. The sentence: 'The quick brown fox jumps over the lazy dog!' easily becomes the password 'Tqbfjotld!'. Of course, users may need to add additional characters and symbols required by the Password Policy, but this technique will help make strong passwords easier for users to remember.

Using a password vault or manager helps users save multiple passwords across various applications and platforms. However, if the “keys to the kingdom” were to be compromised, it would compromise all the saved passwords. For this reason, any use of a password manager needs to be approved by the IT Manager(s).

5.2 Confidentiality

Passwords should be considered confidential data and treated with the same discretion as any of the organization's proprietary information. The following guidelines apply to the confidentiality of organizational passwords:

- Users must not disclose their passwords to anyone
- Users must not share their passwords with others (co-workers, supervisors, family, etc.)
- Users must not write down their passwords and leave them unsecured
- Users must not check the "save password" box when authenticating to applications
- Users must not use the same password for different systems and/or accounts
- Users must not send passwords via email
- Users must not reuse passwords

5.3 Change Frequency

To maintain good security, passwords should be changed periodically. This limits the damage an attacker can do as well as helps to frustrate brute force attempts. At a minimum, users must change passwords every 90 days. The organization may use software that enforces this policy by automatically expiring users' passwords after the specified time period.

5.4 Incident Reporting

Since compromise of a single password can have a catastrophic impact on network security, it is the user's responsibility to immediately report any suspicious activity involving their passwords to the IT Manager(s) or their supervisor. Any request for passwords over the phone or via email, whether the request originated from organizational personnel or not, should be promptly reported. When a password is suspected to have been compromised, the IT Manager(s) or supervisor will request that the user, or users, change all their passwords.

5.5 Applicability of Other Policies

This document is part of the organization's cohesive set of security policies. Other policies may also apply to the topics covered in this document; therefore, the applicable policies should be reviewed as needed.

6.0 Enforcement

This policy will be enforced by the IT Manager(s) and/or the Executive Team. Violations may result in disciplinary action, which may include suspension, restriction of access, or more severe penalties up to and including termination of employment. Where illegal activities or theft of city property (physical or intellectual) are suspected, the city may report such activities to the applicable authorities.

7.0 Definitions

Authentication is A security method used to verify the identity of a user and authorize access to a system or network.

Password A sequence of characters that is used to authenticate a user to a file, computer, network, or other device and also known as a passphrase or passcode.

Two Factor Authentication is A means of authenticating a user that utilizes two methods: something the user has, and something the user knows. Examples are smart cards, tokens, or biometrics, in combination with a password.

Password Manager: An application that saves passwords for multiple platforms and/or applications. Sometimes referred to as the “Keys to the Kingdom.”

8.0 Revision History

Revision 1.0, 11/1/2022

Revision 1.1, 07/24/2024

Revision 1.2, 09/05/2024

Revision 1.3, 02/14/2025

APPENDIX W

Remote Access Policy	Created: 11/1/2022
City of Duvall	Updated: 02/14/2025
CONFIDENTIAL	Target Audience: Users, Technical

Remote Access Policy

1.0 Introduction

City of Duvall is hereinafter referred to as “the city.” It is the employee’s responsibility to follow this policy. Failure to adhere to this policy may result in disciplinary action, including but not limited to termination of employment.

2.0 Overview

It is often necessary to provide access to city information resources to employees or others working outside the city's network. While this can lead to productivity improvements, it can also create specific vulnerabilities if not implemented properly. The goal of this policy is to provide a framework for implementing secure remote access.

3.0 Purpose

This policy is designed to establish guidelines for accessing city information technology resources from outside the network. This includes access for any reason from the employee's home, remote working locations, while traveling, etc. The purpose is to define how to protect information assets when using an insecure transmission medium.

4.0 Scope

The scope of this policy encompasses all employees, contractors, and external parties who access city resources via a third-party network, whether using city-provided or non-city-provided equipment.

5.0 Policy

5.1 Prohibited Actions

Remote access to city systems is only to be offered through a city-provided means of remote access in a secure fashion. The following are specifically prohibited:

- Installing a modem, router, or other remote access device on a city system without the approval of the IT Manager(s) or approved individuals.
- Remotely accessing city systems with a remote desktop tool, such as VNC, Citrix, or GoToMyPC, without the written approval from the IT Manager(s) or approved individuals.
- Use of non-city-provided remote access software.
- Split Tunneling to connect to an insecure network in addition to the city network, or to bypass security restrictions.

5.2 Use of non-city-provided Machines

Accessing the city network through home or public machines presents a security risk, as the city cannot completely control the security of the system accessing the network. No non-city-provided computers are allowed to access the city network for any reason unless explicitly authorized by the IT Manager(s) or approved individuals, and have city-provided security software. Authorized devices are subject to all applicable policies and may require additional security software to ensure the integrity and safety of the city network. By using these devices, the employee agrees to abide by all applicable policies, including but not limited to the Acceptable Use Policy. Public machines are expressly prohibited from accessing the city network.

5.3 Client Software

The city will supply users with remote access software that enables secure access and enforces the remote access policy. The software will provide traffic encryption to protect data during transmission, as well as a firewall that protects the machine from unauthorized access.

5.4 Network Access

The city will limit remote users' access privileges to only those information assets that are reasonable and necessary to perform their job function when working remotely (i.e., email). The entire network must not be exposed to remote access connections.

5.5 Idle Connections

Due to the security risks associated with remote network access, it is a good practice to dictate that idle connections be periodically timed out. Remote connections to the city's network must be timed out after 1 hour of inactivity.

5.6 Applicability of Other Policies

This document is part of the city's comprehensive set of security policies. Other policies may also apply to the topics covered in this document; therefore, the applicable policies should be reviewed as needed.

6.0 Enforcement

This policy will be enforced by the IT Manager(s) and/or the Executive Team. Violations may result in disciplinary action, which may include suspension, restriction of access, or more severe penalties up to and including termination of employment. Where illegal activities or theft of city property (physical or intellectual) are suspected, the city may report such activities to the applicable authorities.

7.0 Definitions

Modem A hardware device that allows a computer to send and receive digital information over a telephone line.

Remote Access: The act of communicating with a computer or network from an off-site location. Often performed by home-based or traveling users to access documents, email, or other resources at a main site.

Split Tunneling: A method of accessing a local network and a public network, such as the Internet, using the same connection.

Timeout: A technique that drops or closes a connection after a specific period of inactivity.

Two-factor authentication is a method of verifying a user's identity that utilizes two factors: something the user has, and something the user knows. Examples include smart cards, tokens, or biometrics, combined with a password.

8.0 Revision History

Revision 1.0, 11/1/2022

Revision 1.1, 07/24/2024

Revision 1.2, 09/05/2024

Revision 1.3, 02/14/2025

APPENDIX X

VPN Policy	Created: 11/1/2022
City of Duvall	Updated: 02/14/2025
CONFIDENTIAL	Target Audience: Users, Technical

VPN Policy

1.0 Introduction

City of Duvall is hereinafter referred to as “the city.” It is the employee’s responsibility to follow this policy. Failure to adhere to this policy may result in disciplinary action, including but not limited to termination of employment.

2.0 Overview

A Virtual Private Network, or VPN, provides a secure method for communicating with remote sites over a public medium, such as the Internet. A site-to-site VPN is a reliable and cost-effective alternative to a point-to-point Wide Area Network (WAN). Site-to-site VPNs can be used to connect the LAN to various types of networks, including branch or home offices, vendors, partners, and customers. As with any external access, these connections need to be carefully controlled through a policy.

3.0 Purpose

This policy details the city's standards for site-to-site VPNs. The purpose of this policy is to specify the security standards required for such access, ensuring the integrity of data transmitted and received, and securing the VPN pathways into the network.

4.0 Scope

The scope of this policy covers all site-to-site VPNs that are a part of the city's infrastructure, including both sites requiring access to the city's network (inbound) and sites where the city connects to external resources (outbound). Note that remote access VPNs are covered under a separate Remote Access Policy.

5.0 Policy

5.1 Encryption

Site-to-site VPNs must utilize strong encryption to protect data during transmission. Encryption algorithms must meet or exceed current minimum industry standards, such as Triple DES or AES.

5.2 Authentication

Site-to-site VPNs must utilize a strong password, pre-shared key, certificate, or other means of authentication to verify the identity of the remote entity. The strongest authentication method available must be used, which can vary from product to product.

5.3 Implementation

When site-to-site VPNs are implemented, they must adhere to the principle of least access, providing access limited

to only what is required for business purposes. This must be enforced with a firewall or other access control that has the ability to limit access only to the ports and IP addresses necessary for business purposes.

5.4 Management

The city should manage its own VPN gateways, meaning that a third party must not provide and manage both sides of the site-to-site VPN, unless this arrangement is covered under an outsourcing agreement. If an existing VPN is to be modified, changes must be made only with the approval of the IT Manager(s) or authorized individuals.

5.5 Logging and Monitoring

A site-to-site VPN can expose the city to additional risk; therefore, traffic passing across the VPN should be subject to logging and monitoring that exceeds that of the general network.

5.6 Encryption Keys

Site-to-site VPNs are created with pre-shared keys. The security of these keys is critical to the security of the VPN, and by extension, the network. Encryption keys should be changed yearly.

If certificates are used instead of pre-shared keys, they should expire and be regenerated every three years.

5.7 Applicability of Other Policies

This document is part of the city's comprehensive set of security policies. Other policies may also apply to the topics covered in this document; therefore, the applicable policies should be reviewed as needed.

6.0 Enforcement

This policy will be enforced by the IT Manager(s) and/or the Executive Team. Violations may result in disciplinary action, which may include suspension, restriction of access, or more severe penalties up to and including termination of employment. Where illegal activities or theft of city property (physical or intellectual) are suspected, the city may report such activities to the applicable authorities.

7.0 Definitions

Certificate: Also known as a "Digital Certificate." A file that confirms the identity of an entity, such as a city or person. Often used in VPN and encryption management to establish trust of the remote entity.

Demilitarized Zone (DMZ) A perimeter network, typically inside the firewall but external to the private or protected network, where publicly accessible machines are located. A DMZ allows higher-risk machines to be segmented from the internal network while still providing security controls.

Encryption: The process of encoding data with an algorithm so that it is unintelligible without the key. Used to protect data during transmission or while stored.

Remote Access VPN: A VPN implementation at the individual user level. Used to provide remote and traveling users with secure network access.

Site-to-Site VPN: A VPN implemented between two static sites, often different locations of a business.

Virtual Private Network (VPN) A secure network implemented over an insecure medium, created by using encrypted tunnels for communication between endpoints.

8.0 Revision History

Revision 1.0, 11/1/2022

Revision 1.1, 07/24/2024

Revision 1.2, 09/24/2024

Revision 1.3, 02/14/2025

APPENDIX Y

Delta Dental of Washington Dental Plan E Benefit Summary

Class I Benefits	100% - 70% (paid at incentive level)
Class II Benefits	100% - 70% (paid at incentive level)
Class III Benefits	50%
Annual Plan Maximum	\$2,000

Annual TMJ Maximum 50%, \$1,000 (does not accrue towards annual maximum)
 Lifetime TMJ Maximum \$5,000
 Plan Year January 1 - December 31

What is an "Incentive level"?
 When you first enroll in the plan – your "incentive level" (or payment level) will be 100%. Each calendar year that you use your dental benefits – your "incentive level" maintains the 100% incentive/payment level. If you do not use your dental plan for a year, your incentive level will *decrease* by 10%, but will not go below 70%.

To receive the highest level of benefits, use Delta Dental in-network dentists. Find Delta Dental contracted dentists at www.deltadentalwa.com/awc. Refer to your dental booklet for limitations and exclusions.

Your dental plan covers Class I, Class II, and Class III benefits at the percentage listed above.

Class I Benefits:

*Covers diagnostic & preventative care:

- Routine Examination & Cleaning (up to 2 times annually)
- Comprehensive Oral Exam (covered 1 time in a 3-year period, instead of 1 routine exam)
- X-rays, (limitations apply)
- Emergency Examinations
- Fissure Sealants (Covered 1 time every three years through age 14)
- Topical Application of Fluoride (up to 2 times annually)

Class II Benefits:

*Covers restorative, oral surgery, periodontics & endodontics care:

- Amalgam/composite fillings
- Removal of teeth and surgical extractions (includes removal of wisdom teeth)
- Procedures for pulpal and root canal treatment
- *In certain conditions of oral health, general anesthesia or intravenous sedations may be covered*

Class III Benefits:

*Covers periodontics & prostodontics care:

- Crowns
- Inlays & Onlays (limitations apply)
- Dentures, fixed bridges
- Surgical placement or removal of implants or attachments to implants

* Please see dental booklet for limitations, and exclusions of this dental plan. This benefit summary is intended only as a plan overview. It does not include all parameters, limitations and exclusions of the plan.



Delta Dental of Washington



10/2016

APPENDIX Z



Combined insurance enrollment form

Complete entire form to enroll or make changes.

Employer – Please note that failure to fully complete this form may result in this form being returned to you and will delay the processing of the form. Please proof this form carefully.

Employer Employer to complete this section and send completed form to AWC at benefitinfo@awcnet.org or fax to 360.753.0149 or mail to 1076 Franklin Street SE, Olympia, WA 98501-1346

Employer name _____ Date of hire _____ Effective date of change _____

Employee's occupation _____ Class/bargaining unit _____

Salary Annual \$ _____ Monthly \$ _____ Weekly \$ _____ Hourly \$ _____

Enrollment

- New hire
- New group
- Open enrollment January 1

Changes

Has there been a change that affects your insurance? Check **all the changes** that apply to you and **complete the entire form.**

Name Address Marriage Domestic Partnership Divorce Legal separation Beneficiary

Other (be specific) _____

Add dependent (check reason) Marriage Domestic Partnership Newborn

Other reason (be specific) _____

Drop dependent Comments _____

Employee

Please print legibly in blue or black ink.

SSN _____ Employee name (last, first, initial) _____ Date of birth _____ Gender _____

Single Married Divorced Date divorced: _____

Partnership termination Partnership termination date: _____

Mailing address _____ Phone (with area code) _____

City _____ State _____ Zip _____ Email address _____

Type of coverage requested (check all that apply): Medical Dental Vision Life Long-term disability EAP
Carriers and specific plans are listed on the back of this form.

Are you adding this coverage due to a recent loss of coverage? Yes No If yes, complete below.

Name of other insurance company _____ Type of insurance (medical, dental, etc.) _____ Group# _____ Policy # _____

Effective date _____ Termination date _____

Insured's SSN _____ Name (last, first, initial) _____

Spouse/ Domestic Partner

Please list spouse/domestic partner who should be covered on your insurance. Leaving them off will terminate coverage. Proof of dependency will be requested, including, but not limited to, marriage certificate, affidavit of marriage/domestic partnership, joint ownership documents.

SSN _____ Spouse/DP name (last, first, initial) _____ Date of birth _____ Gender _____

Date married: _____ Date met DP criteria: _____

Type of insurance requested: Medical Dental Vision Life

Are you adding this coverage due to a recent loss of coverage? Yes No If yes, complete below.

Name of insurance company _____ Type of insurance (medical, dental, etc.) _____ Group# _____ Policy # _____

Effective date _____ Termination date _____ Phone # _____

Dependents

Please list all dependents that should be covered on your insurance. Leaving them off the form will terminate coverage. Proof of dependency will be requested, but not limited to, birth certificate, adoption papers. **Medical, dental & vision:** A dependent is a child, stepchild or adopted child; less than age 26 or prior to age 26 was incapable of self-support due to developmental disabilities or physical handicap (proof of incapacity required). **Life:** A dependent is a child, stepchild or adopted child from birth but less than age 26.

Please check all appropriate boxes and fill in the appropriate blanks.

For additional dependents, please fill out additional forms and alter "Dependent # ____."

Dependent #1

Name (last, first, middle initial) _____

SSN _____

Gender _____ Date of birth _____ Relationship to insured _____

Type of insurance requested:

Medical Dental Vision Life

Are you adding this coverage due to a recent loss of coverage? Yes No

If yes, name of other insurance company & type (medical, dental, etc.) _____

Name of insured (last, first, initial) _____ SSN of insured _____

Group/policy # _____ Effective date _____ Termination date _____

Does he/she live with you? Yes No

Mailing address _____ Home phone _____

City _____ State _____ Zip _____

Dependent #2

Name (last, first, middle initial) _____

SSN _____

Gender _____ Date of birth _____ Relationship to insured _____

Type of insurance requested:

Medical Dental Vision Life

Are you adding this coverage due to a recent loss of coverage? Yes No

If yes, name of other insurance company & type (medical, dental, etc.) _____

Name of insured (last, first, initial) _____ SSN of insured _____

Group/policy # _____ Effective date _____ Termination date _____

Does he/she live with you? Yes No

Mailing address _____ Home phone _____

City _____ State _____ Zip _____

Dependents

Please list all dependents that should be covered on your insurance. Leaving them off the form will terminate coverage. Proof of dependency will be requested, but not limited to, birth certificate, adoption papers. **Medical, dental & vision:** A dependent is a child, stepchild or adopted child; less than age 26 or prior to age 26 was incapable of self-support due to developmental disabilities or physical handicap (proof of incapacity required). **Life:** A dependent is a child, stepchild or adopted child from birth but less than age 26.

Please check all appropriate boxes and fill in the appropriate blanks.

For additional dependents, please fill out additional forms and alter "Dependent # ____."

Dependent #3

Name (last, first, middle initial)

SSN

Gender Date of birth Relationship to insured

Type of insurance requested:

Medical Dental Vision Life

Are you adding this coverage due to a recent loss of coverage? Yes No

If yes, name of other insurance company & type (medical, dental, etc.)

Name of insured (last, first, initial) SSN of insured

Group/policy # Effective date Termination date

Does he/she live with you? Yes No

Mailing address Home phone

City State Zip

Dependent #4

Name (last, first, middle initial)

SSN

Gender Date of birth Relationship to insured

Type of insurance requested:

Medical Dental Vision Life

Are you adding this coverage due to a recent loss of coverage? Yes No

If yes, name of other insurance company & type (medical, dental, etc.)

Name of insured (last, first, initial) SSN of insured

Group/policy # Effective date Termination date

Does he/she live with you? Yes No

Mailing address Home phone

City State Zip

Life insurance beneficiaries

For life insurance policies as underwritten by Standard Life Insurance only. Please note that in community property states, including Washington, the spouse has legal right to 50% of the benefits, in the event of the employee's death.

Name of primary beneficiary (last, first, initial)

SSN _____ Date of birth _____
Address _____
City _____ State _____ Zip _____
Relationship to insured _____ Percent of proceeds _____

Name of contingent beneficiary #1 (last, first, initial)

SSN _____ Date of birth _____
Address _____
City _____ State _____ Zip _____
Relationship to insured _____ Percent of proceeds _____

Name of contingent beneficiary #2 (last, first, initial)

SSN _____ Date of birth _____
Address _____
City _____ State _____ Zip _____
Relationship to insured _____ Percent of proceeds _____

Name of contingent beneficiary #3 (last, first, initial)

SSN _____ Date of birth _____
Address _____
City _____ State _____ Zip _____
Relationship to insured _____ Percent of proceeds _____

Your signature is required

Please note that failure to fully complete this form may result in this form being returned to you and will delay processing of the form.

By signing below, I represent the following:

- I am applying for the selected coverage(s) for myself and, if applicable, for my family members who are listed on this form.
- My family members and I meet all of the eligibility criteria to apply for such coverage(s), and I understand that proof of dependency will be requested for enrollment of my family members.
- All information I have provided on this form is accurate and complete.
- I understand that it is a crime to knowingly provide false, incomplete, or misleading information for purposes of defrauding the Trust, a health plan, or an insurance company, with penalties including denial of coverage, fines, and/or imprisonment.

I authorize the release of information about me and my family members to the insurance companies listed on back of this form for purposes of enrolling and receiving benefits under my selected coverage(s).


If I am enrolling in health plan coverage, I acknowledge and understand that the health plan may use or disclose personal health information about me or my enrolled family members to the extent permitted by law, including to facilitate our health care treatments and payments and to otherwise support health plan operations and administration. I understand that I can learn more about how the health plan may use or disclose personal health information by reviewing the Notice of Privacy Practices issued by the health plan. I understand that I can request to receive a copy of this Notice at any time.


Signature _____
Date _____

Select benefits on the next page.


Employee plan enrollment (Please check all that apply.)


Medical

 **Regence**
 1111 Lake Washington Blvd N.
 Suite 900
 Renton, WA 98057
 Regence BlueShield
 AWC HealthFirst® 250
 AWC HealthFirst® 500
 High Deductible Health Plan


 **KAISER PERMANENTE**
 2715 Naches Ave. SW
 Renton, WA 98057
 Kaiser Foundation Health Plan of Washington
 \$200 Deductible Plan
 \$500 Deductible Plan
 High Deductible Health Plan

Decline medical coverage


 **ASURIS**
 NORTHWEST HEALTH
 528 E Spokane Falls Blvd,
 Suite 301
 Spokane, WA 99202
 Asuris Northwest Health
 AWC HealthFirst® 250
 AWC HealthFirst® 500
 High Deductible Health Plan

 **KAISER PERMANENTE**
 2715 Naches Ave. SW
 Renton, WA 98057
 Kaiser Foundation Health Plan of Washington Options, Inc.
 Access PPO


Dental

 **DELTA DENTAL**
 Delta Dental of Washington
 400 Fairview Ave N
 Seattle, WA 98109-5371
Delta Dental of Washington Basic (0177)
 Plan A
 Plan B
 Plan C
 Plan D
 Plan E
 Plan F
 Plan G
 Plan J

Orthodontia
 Option I
 Option II
 Option III
 Option IV
 Option V

 **Willamette Dental Group**
 6950 NE Campus Way
 Hillsboro, OR 97124
Willamette Dental of Washington, Inc.
 \$10 copay
 \$15 copay


Life

 **TheStandard**
 1100 SW 6th Ave
 Portland, OR 97204
Standard Insurance Company
 Basic life w/AD&D
 \$ _____
 Dependent life
 Plan option 1
 Plan option 2
 Plan option 3
 Plan option 4
 Employee additional life
 \$ _____
 Note: EOJ form required if over \$80,000.
 Spouse additional life
 \$ _____
 Note: EOJ form required if over \$20,000.


Vision

 **vsp vision care**
 3333 Quality Drive
 Rancho Cordova, CA 95670
Vision Service Plan (071038Z2)
 No copay
 \$10 copay
 \$25 copay
 \$10/\$15 copay plan
 Second pair rider

Employee Assistance Program

 **COMPSYCH**
 GuidanceResources® Worldwide
 NBC Tower
 455 N. Cityfront Plaza Drive
 Chicago, IL 60611-5322
CompPsych
 1-6 sessions - Included when enrolled on any AWC Trust plan
 1-8 Buy-up
 1-10 Buy-up

Long-term disability

 **TheStandard**
 1100 SW 6th Ave
 Portland, OR 97204
Standard Insurance Company
 90-day: 60% benefit
 90-day: 67% benefit
 180-day: 60% benefit
 180-day: 67% benefit

APPENDIX AA

SUMMARY OF BENEFITS

Association of Washington Cities - Plan 1 – SW12– 1/1/2025



COVERED BENEFITS	COPAYS
Annual Maximum	No Annual Maximum*
Deductible	No Deductible
General or Orthodontic Office Visit	You Pay \$10 per Visit
DIAGNOSTIC & PREVENTIVE SERVICES	
Routine & Emergency Exams	Covered with the Office Visit Copay
X-rays	Covered with the Office Visit Copay
Teeth Cleaning	Covered with the Office Visit Copay
Fluoride Treatment	Covered with the Office Visit Copay
Sealants (per Tooth)	Covered with the Office Visit Copay
Head and Neck Cancer Screening	Covered with the Office Visit Copay
Oral Hygiene Instruction	Covered with the Office Visit Copay
Periodontal Charting	Covered with the Office Visit Copay
Periodontal Evaluation	Covered with the Office Visit Copay
RESTORATIVE DENTISTRY	
Fillings	Covered with the Office Visit Copay
Porcelain-Metal Crown**	Covered with the Office Visit Copay
PROSTHODONTICS	
Complete Upper or Lower Denture**	Covered with the Office Visit Copay
Bridge (per Tooth)	Covered with the Office Visit Copay
ENDODONTICS & PERIODONTICS	
Root Canal Therapy - Anterior	Covered with the Office Visit Copay
Root Canal Therapy - Bicuspid	Covered with the Office Visit Copay
Root Canal Therapy - Molar	Covered with the Office Visit Copay
Osseous Surgery (per Quadrant)	Covered with the Office Visit Copay
Root Planing (per Quadrant)	Covered with the Office Visit Copay
ORAL SURGERY	
Routine Extraction (Single Tooth)	Covered with the Office Visit Copay
Surgical Extraction	Covered with the Office Visit Copay
ORTHODONTIA TREATMENT	
Pre-Orthodontia Treatment	You Pay a \$150 Copay***
Comprehensive Orthodontia Treatment	You Pay a \$1,000 Copay
DENTAL IMPLANTS	
Dental Implant Surgery	Implant benefit maximum of \$1,500 per calendar year
MISCELLANEOUS	
Local Anesthesia	Covered with the Office Visit Copay
Dental Lab Fees	Covered with the Office Visit Copay
Nitrous Oxide	You Pay a \$10 Copay
Specialty Office Visit	You Pay \$30 per Visit
Out of Area Emergency Care Reimbursement	You pay charges in excess of \$100

*Benefits for TMJ, implant surgery, and orthognathic surgery have a benefit maximum, if covered. **Benefit applies to only natural tooth structure supported crowns, bridges, and dentures. Dental implant-supported crowns, bridges, and dentures are not a covered benefit. ***Copay credited towards the Comprehensive Orthodontia Treatment copay if patient accepts treatment plan.

Presented are just some of the most common procedures covered in this plan. The final contract will govern. Benefits are provided through a self-funded dental plan sponsored and maintained by the plan sponsor, with certain administrative services provided by Willamette Dental of Washington, Inc. and dental care provided by Willamette Dental Group, p.C.

Administrative Office: 6950 NE Campus Way, Hillsboro, OR 97124
028-WA(8/20)SF

APPENDIX BB


Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services

Coverage Period: 01/01/2025 – 12/31/2025


 KAISER PERMANENTE: Association of Washington Cities EBT - \$200 AD

Coverage for: Individual / Family | Plan Type: HMO

All plans offered and underwritten by Kaiser Foundation Health Plan of Washington

 The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services. **NOTE:** Information about the cost of this [plan](#) (called the [premium](#)) will be provided separately. **This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage, www.kp.org/plandocuments or call 1-888-901-4636 (TTY: 711). For general definitions of common terms, such as [allowed amount](#), [balance billing](#), [coinsurance](#), [copayment](#), [deductible](#), [provider](#), or other underlined terms, see the Glossary. You can view the Glossary at www.healthcare.gov/sbc-glossary or call 1-888-901-4636 (TTY: 711) to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible ?	\$200 Individual / \$400 Family	Generally, you must pay all of the costs from providers up to the deductible amount before this plan begins to pay. If you have other family members on the plan , each family member must meet their own individual deductible until the total amount of deductible expenses paid by all family members meets the overall family deductible .
Are there services covered before you meet your deductible ?	Yes. Preventive care and services indicated in chart starting on page 2.	This plan covers some items and services even if you haven't yet met the deductible amount. But a copayment or coinsurance may apply. For example, this plan covers certain preventive services without cost-sharing and before you meet your deductible . See a list of covered preventive services at www.healthcare.gov/coverage/preventive-care-benefits .
Are there other deductibles for specific services?	No.	You don't have to meet deductibles for specific services.
What is the out-of-pocket limit for this plan ?	\$2,500 Individual / \$5,000 Family	The out-of-pocket limit is the most you could pay in a year for covered services. If you have other family members in this plan , they have to meet their own out-of-pocket limits until the overall family out-of-pocket limit has been met.
What is not included in the out-of-pocket limit ?	Premiums , balance-billing charges, health care this plan doesn't cover, and services indicated in chart starting on page 2.	Even though you pay these expenses, they don't count toward the out-of-pocket limit .
Will you pay less if you use a network provider ?	Yes. See www.kp.org or call 1-888-901-4636 (TTY: 711) for a list of network providers .	This plan uses a provider network . You will pay less if you use a provider in the plan's network . You will pay the most if you use an out-of-network provider , and you might receive a bill from a provider for the difference between the provider's charge and what your plan pays (balance billing). Be aware, your network provider might use an out-of-network provider for some services (such as lab work). Check with your provider before you get services.
Do you need a referral to see a specialist ?	Yes, but you may self-refer to certain specialists .	This plan will pay some or all of the costs to see a specialist for covered services but only if you have a referral before you see the specialist .

 All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	\$20 / visit, then 10% coinsurance	Not covered	Deductible and coinsurance do not apply to any combination of first 4 outpatient visits / year (preventive care does not count towards visit limit).
	Specialist visit	\$20 / visit, then 10% coinsurance	Not covered	None
	Preventive care/screening/immunization	No charge, deductible does not apply.	Not covered	You may have to pay for services that aren't preventive . Ask your provider if the services needed are preventive . Then check what your plan will pay for.
If you have a test	Diagnostic test (x-ray, blood work)	10% coinsurance	Not covered	No charge up to a \$500 allowance (Diagnostic test & Imaging combined) / year. After allowance coinsurance will apply.
	Imaging (CT/PET scans, MRIs)	10% coinsurance	Not covered	No charge up to a \$500 allowance (Diagnostic test & Imaging combined) / year. After allowance coinsurance will apply. Preauthorization required
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at www.kp.org/formulary	Preferred generic drugs	\$10 (retail); 2x retail cost share (mail order) / prescription , deductible does not apply.	Not covered	Up to a 90-day supply (retail / mail order). No charge for contraceptives. Subject to formulary guidelines.
	Preferred brand drugs	\$20 (retail); 2x retail cost share (mail order) / prescription , deductible does not apply.	Not covered	Up to a 90-day supply (retail / mail order). Subject to formulary guidelines.
	Non-preferred drugs	\$40 (retail); 2x retail cost share (mail order) / prescription , deductible does not apply	Not covered	Up to a 90-day supply (retail / mail order). Subject to formulary guidelines .
	Specialty drugs	Applicable Preferred generic, Preferred brand or Non-Preferred cost shares	Not covered	Up to a 30-day supply (retail). Subject to formulary guidelines, when approved through the exception process.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	
		apply.		
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	\$20 / visit, then 10% coinsurance	Not covered	None
	Physician/surgeon fees	10% coinsurance	Not covered	None
If you need immediate medical attention	Emergency room care	\$75 / visit, then 10% coinsurance	\$75 / visit, then 10% coinsurance	You must notify Kaiser Permanente within 24 hours if admitted to a Non-network provider ; limited to initial emergency only. Copayment waived if admitted directly to the hospital as an inpatient.
	Emergency medical transportation	20% coinsurance , deductible does not apply.	20% coinsurance , deductible does not apply.	None
	Urgent care	\$20 / visit, then 10% coinsurance	\$75 / visit, then 10% coinsurance	Non-network providers covered when temporarily outside the service area.
If you have a hospital stay	Facility fee (e.g., hospital room)	10% coinsurance	Not covered	Preauthorization required
	Physician/surgeon fees	10% coinsurance	Not covered	Preauthorization required
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$20 / visit, then 10% coinsurance	Not covered	None
	Inpatient services	10% coinsurance	Not covered	Preauthorization required
If you are pregnant	Office visits	10% coinsurance	Not covered	Cost sharing does not apply for preventive services . Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).
	Childbirth/delivery professional services	10% coinsurance	Not covered	You must notify Kaiser Permanente within 24 hours of admission, or as soon thereafter as medically possible. Newborn services cost shares are separate from that of the mother.
	Childbirth/delivery facility services	10% coinsurance	Not covered	You must notify Kaiser Permanente within 24 hours of admission, or as soon thereafter as medically possible. Newborn services cost shares are separate from that of the mother.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	
If you need help recovering or have other special health needs	Home health care	No charge, deductible does not apply.	Not covered	Preauthorization required
	Rehabilitation services	Outpatient: \$20 / visit, then 10% coinsurance Inpatient: 10% coinsurance	Not covered	Combined with Habilitation services : Outpatient: 60 visit limit / year. Inpatient: 60-day limit / year, preauthorization required.
	Habilitation services	Outpatient: \$20 / visit, then 10% coinsurance Inpatient: 10% coinsurance	Not covered	Combined with Rehabilitation services : Outpatient: 60 visit limit / year. Inpatient: 60-day limit / year, preauthorization required.
	Skilled nursing care	10% coinsurance	Not covered	60-day limit / year. Preauthorization required
	Durable medical equipment	No charge, deductible does not apply.	Not covered	Subject to formulary guidelines. Preauthorization required
	Hospice services	No charge, deductible does not apply.	Not covered	Preauthorization required
If your child needs dental or eye care	Children's eye exam	\$20 / visit for refractive exam, deductible does not apply.	Not covered	Limited to 1 exam / 12 months
	Children's glasses	Not covered	Not covered	None
	Children's dental check-up	Not covered	Not covered	None

Excluded Services & Other Covered Services:

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services .)		
<ul style="list-style-type: none"> Children's glasses Cosmetic surgery Dental care (Adult and child) 	<ul style="list-style-type: none"> Long-term care Non-emergency care when traveling outside the U.S. Private-duty nursing 	<ul style="list-style-type: none"> Routine foot care Weight loss programs

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)		
<ul style="list-style-type: none"> Acupuncture (20 visit limit / year) Bariatric surgery (\$35,000 limit / lifetime) 	<ul style="list-style-type: none"> Chiropractic care (20 visit limit / year) Hearing aids (\$3,000 limit / ear / 36 months) 	<ul style="list-style-type: none"> Infertility treatment (\$20,000 medical limit; \$5,000 drug limit / lifetime) Routine eye care (Adult)

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is shown in the chart below. Other coverage options may be available to you, too, including buying individual insurance coverage through the [Health Insurance Marketplace](#). For more information about the [Marketplace](#), visit www.HealthCare.gov or call 1-800-318- 2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your [plan](#) for a denial of a [claim](#). This complaint is called a [grievance](#) or [appeal](#). For more information about your rights, look at the [explanation](#) of benefits you will receive for that medical [claim](#). Your [plan](#) documents also provide complete information on how to submit a [claim](#), [appeal](#), or a [grievance](#) for any reason to your [plan](#). For more information about your rights, this notice, or assistance, contact the agencies in the chart below.

Contact Information for Your Rights to Continue Coverage & Your Grievance and Appeals Rights:

Kaiser Permanente Member Services	1-888-901-4636 (TTY: 711) or www.kp.org
Department of Labor’s Employee Benefits Security Administration	1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform
Department of Health & Human Services, Center for Consumer Information & Insurance Oversight	1-877-267-2323 x61565 or www.cciio.cms.gov .
Washington Department of Insurance	1-800-562-6900 or www.insurance.wa.gov

Does this [plan](#) provide Minimum Essential Coverage? Yes

[Minimum Essential Coverage](#) generally includes [plans](#), [health insurance](#) available through the [Marketplace](#) or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of [Minimum Essential Coverage](#), you may not be eligible for the [premium tax credit](#).

Does this [plan](#) meet the Minimum Value Standards? Yes

If your [plan](#) doesn’t meet the [Minimum Value Standards](#), you may be eligible for a [premium tax credit](#) to help you pay for a [plan](#) through the [Marketplace](#).

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-888-901-4636 (TTY: 711).

Chinese (中文): 如果需要中文的幫助, 請撥打這個號碼 1-888-901-4636 (TTY: 711).

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-888-901-4636 (TTY: 711).

Pennsylvania Dutch (Deitsch): Fer Hilf griege in Deitsch, ruf 1-888-901-4636 (TTY: 711) uff.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-888-901-4636 (TTY: 711).

Samoan (Gagana Samoa): Mo se fesoasoani i le Gagana Samoa, vala'au mai i le numera telefoni 1-888-901-4636 (TTY: 711).

Carolinian (Kapasal Falawasch): ngere aukke ghut alillis reel kapasal Falawasch au fafaingi tilifon ye 1-888-901-4636 (TTY: 711).

Chamorro (Chamoru): Para un ma ayuda gi finu Chamoru, á'gang 1-888-901-4636 (TTY: 711).

To see examples of how this [plan](#) might cover costs for a sample medical situation, see the next section.

About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this [plan](#) might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your [providers](#) charge, and many other factors. Focus on the [cost-sharing](#) amounts ([deductibles](#), [copayments](#) and [coinsurance](#)) and [excluded services](#) under the [plan](#). Use this information to compare the portion of costs you might pay under different health [plans](#). Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

- The [plan's](#) overall [deductible](#) \$200
- [Specialist cost sharing](#) \$20+10%
- Hospital (facility) [coinsurance](#) 10%
- Other (blood work) [coinsurance](#) 10%

This EXAMPLE event includes services like:
[Specialist](#) office visits (*prenatal care*)
 Childbirth/Delivery Professional Services
 Childbirth/Delivery Facility Services
[Diagnostic tests](#) (*ultrasounds and blood work*)
[Specialist](#) visit (*anesthesia*)

Total Example Cost	\$12,700
---------------------------	-----------------

In this example, Peg would pay:

Cost Sharing

Deductibles	\$200
Copayments	\$10
Coinsurance	\$1,100

What isn't covered

Limits or exclusions	\$20
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The total Peg would pay is	\$1,330
-----------------------------------	----------------

Managing Joe's Type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

- The [plan's](#) overall [deductible](#) \$200
- [Specialist cost sharing](#) \$20+10%
- Hospital (facility) [coinsurance](#) 10%
- Other (blood work) [coinsurance](#) 10%

This EXAMPLE event includes services like:
[Primary care physician](#) office visits (*including disease education*)
[Diagnostic tests](#) (*blood work*)
[Prescription drugs](#)
[Durable medical equipment](#) (*glucose meter*)

Total Example Cost	\$5,600
---------------------------	----------------

In this example, Joe would pay:

Cost Sharing

Deductibles	\$200
Copayments	\$600
Coinsurance	\$90

What isn't covered

Limits or exclusions	\$0
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The total Joe would pay is	\$890
-----------------------------------	--------------

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

- The [plan's](#) overall [deductible](#) \$200
- [Specialist cost sharing](#) \$20+10%
- Hospital (facility) [coinsurance](#) 10%
- Other (x-ray) [coinsurance](#) 10%

This EXAMPLE event includes services like:
[Emergency room care](#) (*including medical supplies*)
[Diagnostic test](#) (*x-ray*)
[Durable medical equipment](#) (*crutches*)
[Rehabilitation services](#) (*physical therapy*)

Total Example Cost	\$2,800
---------------------------	----------------

In this example, Mia would pay:

Cost Sharing

Deductibles	\$200
Copayments	\$200
Coinsurance	\$300

What isn't covered

Limits or exclusions	\$0
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The total Mia would pay is	\$700
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The [plan](#) would be responsible for the other costs of these EXAMPLE covered services.

APPENDIX CC

Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services
 Association of Washington Cities HealthFirst® 250 Medical Plan

Coverage Period: 01/01/2025 – 12/31/2025
 Coverage for: Individual and Eligible Family | Plan Type: PPO



The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. **NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage, go to <https://regence.com> or call 1 (800) 752-9985. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at healthcare.gov/sbc-glossary or call 1 (800) 752-9985 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	\$250 individual / \$750 family per calendar year.	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. Certain <u>preventive care</u> , <u>prescription drug coverage</u> and those services listed below as "deductible does not apply." "No charge" means \$0 <u>copayment</u> or 0% <u>coinsurance</u> , regardless of <u>deductible</u> applicability.	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at healthcare.gov/coverage/preventive-care-benefits/ .
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket limit</u> for this <u>plan</u> ?	\$3,000 individual / \$6,000 family per calendar year.	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the <u>out-of-pocket limit</u> ?	<u>Premiums</u> , <u>balance-billing</u> charges, and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
Will you pay less if you use a <u>network provider</u> ?	Yes. See https://regence.com/go/WW/Preferred or call 1 (800) 752-9985 for a list of <u>network providers</u> .	You pay the least if you use a <u>provider</u> in the preferred <u>network</u> . You pay more if you use a <u>provider</u> in the participating <u>network</u> . You will pay the most if you use a <u>non-participating provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays (<u>balance billing</u>). Be aware, your <u>network provider</u> might use a <u>non-participating provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .



All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		Preferred Provider (You pay the least)	Participating Provider (You pay more)	Non-participating Provider (You pay the most)	
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	<u>Deductible</u> does not apply to the first 4 preferred or <u>participating provider</u> office visits / year (combined with <u>urgent care</u> and mental health/substance abuse).
	<u>Specialist</u> visit	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	
	<u>Preventive care/screening/immunization</u>	No charge, <u>deductible</u> does not apply	No charge, <u>deductible</u> does not apply	30% <u>coinsurance</u>	No charge, <u>deductible</u> does not apply for childhood immunizations from <u>non-participating providers</u> . You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	None
	Imaging (CT/PET scans, MRIs)	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	
If you need drugs to treat your illness or condition More information about <u>prescription drug coverage</u> is available at https://regence.com/go/2025/WW/4tierLG	Tier 1 (Typically, generic drugs with highest overall value)	Not applicable, refer to <u>participating provider</u> and <u>non-participating provider</u> columns.	\$5 <u>copay</u> , <u>deductible</u> does not apply / retail prescription; \$10 <u>copay</u> , <u>deductible</u> does not apply / home delivery prescription	\$5 <u>copay</u> , <u>deductible</u> does not apply / retail prescription; \$10 <u>copay</u> , <u>deductible</u> does not apply / home delivery prescription	<u>Prescription drugs</u> not on the Drug List are not covered, unless an exception is approved. 30-day supply / retail prescription (for oral contraceptives, a maximum of 3 prepackaged monthly cycles may be purchased at one time for 1 <u>copay</u> per 30-day supply) 90-day supply / home delivery prescription 30-day supply / <u>specialty drug</u> prescription <u>Specialty drugs</u> are not available through home delivery. <u>Cost shares</u> for insulin and for certain inhaled asthma medication and epinephrine autoinjectors (per 2-pack) will not exceed \$35 / 30-day supply or \$105 / 90-day supply. No charge, <u>deductible</u> does not apply for certain preventive drugs, contraceptives and immunizations at a participating pharmacy, or for
	Tier 2 (Typically, brand drugs with moderate overall value)	Not applicable, refer to <u>participating provider</u> and <u>non-participating provider</u> columns.	\$25 <u>copay</u> , <u>deductible</u> does not apply / retail prescription; \$50 <u>copay</u> , <u>deductible</u> does not apply / home delivery prescription	\$25 <u>copay</u> , <u>deductible</u> does not apply / retail prescription; \$50 <u>copay</u> , <u>deductible</u> does not apply / home delivery prescription	

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		Preferred Provider (You pay the least)	Participating Provider (You pay more)	Non-participating Provider (You pay the most)	
	Tier 3 (Typically, brand drugs with lower overall value)	Not applicable, refer to <u>participating provider</u> and <u>non-participating provider</u> columns.	\$50 <u>copay</u> , <u>deductible</u> does not apply / retail prescription; \$100 <u>copay</u> , <u>deductible</u> does not apply / home delivery prescription	\$50 <u>copay</u> , <u>deductible</u> does not apply / retail prescription; \$100 <u>copay</u> , <u>deductible</u> does not apply / home delivery prescription	self-administrable cancer chemotherapy drugs. The first fill of <u>specialty drugs</u> may be provided by a retail pharmacy; additional refills must be provided by a specialty pharmacy.
	Tier 4 (<u>specialty drugs</u>)	Not applicable, refer to <u>participating provider</u> and <u>non-participating provider</u> columns.	\$100 <u>copay</u> , <u>deductible</u> does not apply / <u>specialty drug</u>	\$100 <u>copay</u> , <u>deductible</u> does not apply / <u>specialty drug</u>	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	None
	Physician/surgeon fees	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	
If you need immediate medical attention	<u>Emergency room care</u>	10% <u>coinsurance</u> after \$75 <u>copay</u> / visit	10% <u>coinsurance</u> after \$75 <u>copay</u> / visit	10% <u>coinsurance</u> after \$75 <u>copay</u> / visit	<u>Copayment</u> applies to facility charge for each visit (waived if admitted), whether or not the <u>deductible</u> has been met.
	<u>Emergency medical transportation</u>	20% <u>coinsurance</u>	20% <u>coinsurance</u>	20% <u>coinsurance</u>	None
	<u>Urgent care</u>	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	<u>Deductible</u> does not apply to the first 4 preferred or <u>participating provider</u> visits / year (combined with primary care and <u>specialist</u> office visits and mental health/substance abuse).
If you have a hospital stay	Facility fee (e.g., hospital room)	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	None
	Physician/surgeon fees	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		Preferred Provider (You pay the least)	Participating Provider (You pay more)	Non-participating Provider (You pay the most)	
If you need mental health, behavioral health, or substance abuse services	Outpatient services	10% <u>coinsurance</u>	10% <u>coinsurance</u>	30% <u>coinsurance</u>	<u>Deductible</u> does not apply to the first 4 preferred or <u>participating provider</u> mental health/substance abuse office/psychotherapy visits / year (combined with primary care and <u>specialist</u> office visits and <u>urgent care</u>).
	Inpatient services	10% <u>coinsurance</u>	10% <u>coinsurance</u>	30% <u>coinsurance</u>	None
If you are pregnant	Office visits	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	<u>Cost sharing</u> does not apply for <u>preventive services</u> . Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).
	Childbirth/delivery professional services	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	
	Childbirth/delivery facility services	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	
If you need help recovering or have other special health needs	<u>Home health care</u>	10% <u>coinsurance</u>	10% <u>coinsurance</u>	10% <u>coinsurance</u>	130 visits / year
	<u>Rehabilitation services</u>	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	15 inpatient days / year 99 outpatient visits / year Includes physical therapy, occupational therapy and speech therapy.
	<u>Habilitation services</u>	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	60 professional neurodevelopmental visits / year Includes physical therapy, occupational therapy and speech therapy.
	<u>Skilled nursing care</u>	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	90 inpatient days / year
	<u>Durable medical equipment</u>	10% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	None
	<u>Hospice services</u>	10% <u>coinsurance</u>	10% <u>coinsurance</u>	10% <u>coinsurance</u>	14 respite inpatient or outpatient days / lifetime
If your child needs dental or eye care	Children's eye exam	Not covered	Not covered	Not covered	None
	Children's glasses	Not covered	Not covered	Not covered	
	Children's dental check-up	Not covered	Not covered	Not covered	

Excluded Services & Other Covered Services:

Services Your <u>Plan</u> Generally Does NOT Cover (Check your policy or <u>plan</u> document for more information and a list of any other <u>excluded services</u> .)		
<ul style="list-style-type: none">• Cosmetic surgery, except congenital anomalies• Dental care	<ul style="list-style-type: none">• Long-term care• Private-duty nursing	<ul style="list-style-type: none">• Routine eye care• Routine foot care, except for diabetic patients• Weight loss programs
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)		
<ul style="list-style-type: none">• Abortion• Acupuncture, 20 visits / year• Bariatric surgery, \$35,000 / lifetime	<ul style="list-style-type: none">• Chiropractic care, 20 spinal manipulations / year• Hearing aids, \$3,000 per ear / 36 months• Infertility treatment, \$20,000 / lifetime (prescription drugs, \$5,000 / lifetime)	<ul style="list-style-type: none">• Non-emergency care when traveling outside the U.S.

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: the U.S. Department of Labor, Employee Benefits Security Administration at 1 (866) 444-3272 or dol.gov/ebsa/healthreform, or the U.S. Department of Health and Human Services, Center for Consumer Information and Insurance Oversight at 1 (877) 267-2323 ext. 61565 or ccio.cms.gov or your state insurance department. You may also contact the plan at 1(800) 752-9985. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit HealthCare.gov or call 1 (800) 318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact the plan at 1 (800) 752-9985 or visit regence.com or the U.S. Department of Labor, Employee Benefits Security Administration at 1 (866) 444-3272 or dol.gov/ebsa/healthreform.

Does this plan provide Minimum Essential Coverage? Yes

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

Does this plan meet the Minimum Value Standards? Yes

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1 (800) 752-9985.

To see examples of how this plan might cover costs for a sample medical situation, see the next section.

About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this plan might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your providers charge, and many other factors. Focus on the cost sharing amounts (deductibles, copayments and coinsurance) and excluded services under the plan. Use this information to compare the portion of costs you might pay under different health plans. Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby
(9 months of in-network pre-natal care and a hospital delivery)

- The plan's overall deductible **\$250**
- Specialist coinsurance **10%**
- Hospital (facility) coinsurance **10%**
- Other coinsurance **10%**

This EXAMPLE event includes services like:

- Specialist office visits (*prenatal care*)
- Childbirth/Delivery Professional Services
- Childbirth/Delivery Facility Services
- Diagnostic tests (*ultrasounds and blood work*)
- Specialist visit (*anesthesia*)

Total Example Cost	\$12,700
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In this example, Peg would pay:

<i>Cost Sharing</i>	
<u>Deductibles</u>	\$250
<u>Copayments</u>	\$10
<u>Coinsurance</u>	\$1,200
<i>What isn't covered</i>	
Limits or exclusions	\$60
The total Peg would pay is	\$1,520

Managing Joe's Type 2 Diabetes
(a year of routine in-network care of a well-controlled condition)

- The plan's overall deductible **\$250**
- Specialist coinsurance **10%**
- Hospital (facility) coinsurance **10%**
- Other coinsurance **10%**

This EXAMPLE event includes services like:

- Primary care physician office visits (*including disease education*)
- Diagnostic tests (*blood work*)
- Prescription drugs
- Durable medical equipment (*glucose meter*)

Total Example Cost	\$5,600
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In this example, Joe would pay:

<i>Cost Sharing</i>	
<u>Deductibles</u>	\$250
<u>Copayments</u>	\$400
<u>Coinsurance</u>	\$100
<i>What isn't covered</i>	
Limits or exclusions	\$200
The total Joe would pay is	\$950

Mia's Simple Fracture
(in-network emergency room visit and follow up care)

- The plan's overall deductible **\$250**
- Specialist coinsurance **10%**
- Hospital (facility) coinsurance **10%**
- Other coinsurance **10%**

This EXAMPLE event includes services like:

- Emergency room care (*including medical supplies*)
- Diagnostic test (*x-ray*)
- Durable medical equipment (*crutches*)
- Rehabilitation services (*physical therapy*)

Total Example Cost	\$2,800
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In this example, Mia would pay:

<i>Cost Sharing</i>	
<u>Deductibles</u>	\$250
<u>Copayments</u>	\$80
<u>Coinsurance</u>	\$300
<i>What isn't covered</i>	
Limits or exclusions	\$0
The total Mia would pay is	\$630

The plan would be responsible for the other costs of these EXAMPLE covered services.

APPENDIX DD

ASSOCIATION OF WASHINGTON CITIES EMPLOYEE BENEFIT TRUST

Group #00177

OPTIONAL ORTHODONTIC BENEFITS FOR COVERED CHILDREN – PLAN II

Optional orthodontic benefits are available only to a participating employer that has agreed to provide orthodontic benefits and contribute the appropriate monthly Premium.

The following has been added to your Benefits Booklet:

Reimbursement Levels for Allowable Benefits

In Network – Delta Dental PPO Dentists

Orthodontic procedures.....Constant 50%

Out-of-Network – Non-Delta Dental PPO

Orthodontic procedures.....Constant 50%

Plan Maximum

Lifetime Orthodontic Benefits per Person \$1,000

All Enrolled Employees and Enrolled Dependents are eligible for Class I, Class II, Class III Covered Dental Benefits, orthodontic benefits (for enrolled eligible children only), and temporomandibular joint (TMJ) benefits.

Class II Sedation

Limitations

- ◇ General Anesthesia is a Covered Dental Benefit only in conjunction with specific covered oral surgery procedures, as determined by DDWA, or when medically necessary, for children through age six, or for a physically or developmentally disabled person, when in conjunction with Class I, II, III, TMJ, or Orthodontic Covered Dental Benefits.*

Orthodontic Benefits for Covered Children

Orthodontic treatment involves the use of appliances to correct teeth or jaws that are positioned improperly.

The lifetime maximum amount payable by DDWA for orthodontic benefits provided to an Enrolled Person shall be \$1,000. Not more than \$500 of the maximum, or one-half of DDWA's total responsibility, shall be payable at the time of initial banding. The final payment of DDWA's responsibility shall be made during the 7th month following the initial banding, provided the employee is enrolled and the dependent complies with the age limitation.

Additionally, payment for orthodontic benefits is based on eligibility. If individuals become disenrolled prior to the payment of benefits, subsequent payments are not made.

Covered Dental Benefits

- ◆ Fixed or removable appliance therapy for the treatment of teeth or jaws.
- ◆ Orthodontic records: exams (initial, periodic, comprehensive, detailed, and extensive), X-rays (intraoral, extraoral, diagnostic radiographs, panoramic), diagnostic photographs, diagnostic casts (study models) or cephalometric films.

Limitations

- ◆ Payment is limited to:
 - ◇ Completion of the treatment plan, or any treatment that is completed while you are eligible for the Orthodontic Benefit, whichever occurs first.
 - ◇ Treatment received after coverage begins (claims must be timely submitted to DDWA). For orthodontia claims, the initial banding date is the treatment date considered in the timely filing.
- ◆ Treatment that began before the start of coverage will be prorated. The allowable payment will be calculated based on the balance of treatment costs remaining as of the date of eligibility.
- ◆ In the event of termination of the treatment plan before its completion or termination of this plan, no subsequent payments will be made for treatment incurred after the termination date.

Exclusions

- ◆ Charges for the replacement or repair of an appliance.
- ◆ Self-Administered Orthodontics.
- ◆ No benefits shall be provided for services considered inappropriate and unnecessary, as determined by DDWA.

It is strongly suggested that an orthodontic treatment plan be submitted to, and a Confirmation of Treatment and Cost be made by, DDWA before commencement of treatment. A Confirmation of Treatment and cost does not guarantee payment. Additionally, payment for orthodontic benefits is based on your eligibility. If you become ineligible before the subsequent payment of benefits, subsequent payment is not covered. If you have any questions about your Covered Dental Benefits or Plan Maximums, please refer to the "Questions Regarding Your Plan" section for instructions on how to contact Customer Service.

Claim Forms

DDWA is not obligated to pay for treatment performed for which claim forms are submitted for payment more than six months after the date of such treatment. For orthodontic claims, the initial banding date, which is the date the appliance is placed, serves as the treatment start date to initiate the six months.

A Look at your VSP Vision Coverage




With VSP and AWC - Plan B \$0 Copay, your health comes first.

As a member, you'll get access to savings and personalized vision care from a VSP® network doctor for you and your family.


Value and savings you love.

Save on eyewear and eye care when you see a VSP network doctor. Plus, take advantage of Exclusive Member Extras which provide offers from VSP and leading industry brands totaling over \$3,000 in savings.

Provider choices you want.

 With thousands of choices, getting the most out of your benefits is easy at a VSP Premier Edge™ location.

Shop online and connect your benefits.

 Eyeconic® is the preferred VSP online retailer where you can shop in-network with your vision benefits. See your savings in real time when you shop over 70 brands of contacts, eyeglasses, and sunglasses.

Quality vision care you need.

You'll get great care from a VSP network doctor, including a WellVision Exam®. An annual eye exam not only helps you see well, but helps a doctor detect signs of eye conditions and health conditions, like diabetes and high blood pressure.

PROVIDER NETWORK:

VSP Choice

EFFECTIVE DATE:

01/01/2025

Create an account today.

Contact us at:
800.877.7195 or vsp.com

+Coverage with a retail chain may be different or not apply.
VSP guarantees member satisfaction from VSP providers only. Coverage information is subject to change. In the event of a conflict between this information and your organization's contract with VSP, the terms of the contract will prevail. Based on applicable laws, benefits may vary by location. In the state of Washington, VSP Vision Care, Inc., is the legal name of the corporation through which VSP does business. TrueHearing is not available directly from VSP in the states of California and Washington.

To learn about your privacy rights and how your protected health information may be used, see the VSP Notice of Privacy Practices on vsp.com.

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Classification: Restricted

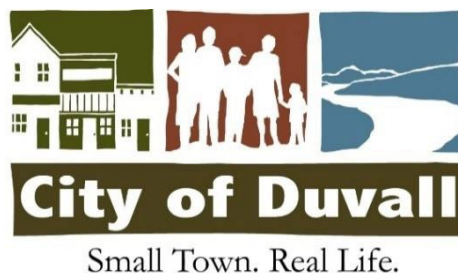
BENEFIT	DESCRIPTION	COPAY
YOUR COVERAGE WITH A VSP PROVIDER		
WELLVISION EXAM	<ul style="list-style-type: none"> Focuses on your eyes and overall wellness Every 12 months 	\$0
PRESCRIPTION GLASSES		
FRAME*	<ul style="list-style-type: none"> \$220 featured frame brands allowance \$200 frame allowance 20% savings on the amount over your allowance \$120 Walmart®/Sam's Club®/Costco® frame allowance Every 24 months 	\$0
LENSES	<ul style="list-style-type: none"> Single vision, lined bifocal, and lined trifocal lenses Impact-resistant lenses for dependent children Every 12 months 	\$0
LENS ENHANCEMENTS	<ul style="list-style-type: none"> Standard progressive lenses Anti-glare coating Tints/Light-reactive lenses Scratch-resistant coating Polarized lenses Premium progressive lenses Custom progressive lenses Average savings of 30% on other lens enhancements Every 12 months 	\$0 \$0 \$0 \$0 \$0 \$95 - \$105 \$150 - \$175
CONTACTS (INSTEAD OF GLASSES)	<ul style="list-style-type: none"> \$200 allowance for contacts and contact lens exam (fitting and evaluation) 15% savings on a contact lens exam (fitting and evaluation) Every 12 months 	\$0
EXTRA SAVINGS	<p>Glasses and Sunglasses</p> <ul style="list-style-type: none"> Extra \$20 to spend on featured frame brands. Go to vsp.com/offers for details. 20% savings on additional glasses and sunglasses, including lens enhancements, from any VSP provider within 12 months of your last WellVision Exam. <p>Routine Retinal Screening</p> <ul style="list-style-type: none"> No more than a \$39 copay on routine retinal screening as an enhancement to a WellVision Exam <p>Laser Vision Correction</p> <ul style="list-style-type: none"> Average 15% off the regular price or 5% off the promotional price; discounts only available from contracted facilities After surgery, use your frame allowance (if eligible) for sunglasses from any VSP doctor 	

YOUR COVERAGE GOES FURTHER IN-NETWORK

With so many in-network choices, VSP makes it easy to get the most out of your benefits. You'll have access to preferred private practice, retail, and online in-network choices. Log in to vsp.com to find an in-network provider. Your plan provides the following out-of-network reimbursements:

Exam	up to \$71	Lined Trifocal Lenses	up to \$65
Frame	up to \$77	Progressive Lenses	up to \$50
Single Vision Lenses	up to \$31	Contacts	up to \$135
Lined Bifocal Lenses	up to \$50	Tints	up to \$5

APPENDIX FF



Employee Medical Insurance Opt-Out

City of Duvall employees may “opt out” of City-provided medical insurance coverage, with proof of other qualified coverage. To do so, please complete the form below and attach proof of coverage to this form.

Employee Name: _____

I voluntarily waive medical coverage through the City of Duvall at this time. I have attached proof (in the form of a copy of the wallet ID and/or a copy of the IRS Form 1095-C)* of the other qualified coverage. I understand that if in the future I decide to re-enroll with the City’s health plan, there are two possible time frames for this:

- If due to a qualifying event [loss of other qualified health coverage – within 30 days and with evidence of loss of coverage], or
- During the next open enrollment period (typically November for January 1 coverage date)

I am aware that the City of Duvall is offering an incentive of 50% of the premium of the least costly plan provided by the City. This amount will be split between each pay period, and the incentive will be in the form of cash added to my gross wages. The number of employees eligible to participate in this program is determined by the Association of Washington Cities' underwriting rules and is available on a first-come, first-served basis.

I understand that enrollment in the Opt-out Program will remain in effect until:

- I exercise re-enrollment privileges above, or
- I am no longer eligible for City of Duvall medical coverage under any circumstances.

Employee signature

Date

* If the other insurance is new, please return this form to show intent with enrollment information, then bring in the proof once received. The incentive will not be paid until the Payroll department receives proof.