

**SHASTA COMMUNITY SERVICES DISTRICT
BOARD OF DIRECTORS' MEETING
6:00 pm Tuesday, October 21st, 2025
11570 School Street, Redding, CA 96001
AGENDA**

1. Call to Order

2. Pledge of Allegiance

3. Approve Agenda pgs 1-2

4. Public Comment Period

This time is set aside for members of the public to address the District on matters not on the agenda, as well as matters on the Consent Calendar. If your comments concern an item noted on the regular agenda, please address the Board after that item is open to public comments. By law, the Board of Directors cannot make decisions on matters not included on the agenda. The Board will customarily refer these matters to the General Managers' Office. Each speaker is allocated three (3) minutes to speak. Speakers may not cede their time. Comments should be limited to matters within the jurisdiction of the District.

5. Consent Calendar

The Board considers matters listed under the Consent Calendar routine and will enact them by one motion in the form listed below. There will be no separate discussion of the items unless good cause is shown before the Board votes on the motion to adopt.

Financial Reports for September 1st through September 30th, 2025

5-1 SCSD Financial Report pg 3

5-2 SCSD Monthly Bank Transactions pgs 4-5

5-3 SCSD Budget vs Actual pgs 6-9

5-4 September 16th, 2025, meeting minutes pgs 10-15

5-5 September 22nd, 2025, special meeting minutes pgs 16-17

5-6 October 3, 2025, special meeting minutes pgs 18-19

RECOMMENDATION: Approval and adoption of all items on the Consent Calendar.

6. Correspondence:

6-1 2025 SDRMA Board Election Results pg 20

6-2 LAFCO Notice of Vacancy to serve on Commission pg 21

7. General Business:

7-1 General Manager Report pgs 22-23

8. Old Business:

8-1 Discussion with cross-connection specialist
Byron Gibbons *pgs 24-26*

Discussion

8-2 Shasta CSD Workplace Violence Prevention
Policy *pgs 27-50*

Discussion/Possible Action

9. New Business:

9-1 Review of customer electrical pumping fees
Compared to the District's electrical bills *pgs 51-55*

Discussion/Possible Action

9-2 GPS tracking system for all district vehicles

Discussion/Possible Action

9-3 Update employee handbook *pgs 56-116*

Discussion/Possible Action

10. Oral Communications:

These Comment sessions are for information and reporting purposes only. Board action cannot be taken. If it becomes apparent that action is necessary or desired, the matter(s) will be scheduled on a subsequent board agenda.

10-1 Board Members:

10-2 Staff Members:

11. Adjourn:

In compliance with the Americans with Disabilities Act, the Shasta Community Services District will make available to any member of the public who has a disability, a needed modification or accommodation, including an auxiliary aid or service, for that person to participate in the public meeting. A person needing assistance should contact the district office by mail at PO Box 2520, Shasta, CA 96087, 48 hours before the meeting. Accommodations may include, but are not limited to, interpreters, assistive listening devices, accessible seating, or documentation in an alternate format. If requested, this document and other agenda materials can be made available in an alternative format for persons with a disability who are covered by the Americans with Disabilities Act

Shasta Community Services District
Financial Report for September 2025

	Tri Counties Bank		Umpqua
	935	970	839
	General	Money Mult.	State Reimb.
<i>Beginning Cash</i>	\$ 85,575.90	\$ 1,801,080.60	\$ 60,515.56
Voided Checks - Prior Period			
Reconciling Adjustments			
<i>Revenue</i>			
Customer Payments	41,271.82	68,192.72	
Bad Debt Recovery			
Hydrant Water Sales			
Property Tax Disbursements			
Capacity Expansion Fee			
Grants	104,585.00		
Scrap Metal			
Asset Disposal			
Vendor Refunds			
Interest		4,272.65	0.50
<i>Total Revenue</i>	\$ 145,856.82	\$ 72,465.37	\$ 0.50
<i>Transfers</i>			
Transfers In			
Transfers Out			
<i>Total Transfers</i>	\$ -	\$ -	\$ -
<i>Disbursements</i>			
Bills Paid	(55,261.24)		
Payroll	(36,014.90)		
Revolving Fund Loan Payment			
USDA Loan Payment			
Customer NSF Returns			
Bank Fees	(98.49)		
<i>Total Disbursements</i>	\$ (91,374.63)	\$ -	\$ -
<i>Ending Cash</i>	\$ 140,058.09	\$ 1,873,545.97	\$ 60,516.06

Shasta Water Department

BANK TRANSACTIONS

9/1/2025 - 9/30/2025

Type	Date	Num	Name	Memo	Debit	Credit	Balance
13110 - Tric General Fund 935							
Bill Pmt -Check	09/01/2025	EFT	Humana	September 2025 employee vision/dental		859.18	85,575.90
Bill Pmt -Check	09/01/2025	EFT	California State Disbursement Unit	Employee Garnishment		349.00	84,716.72
Deposit	09/01/2025			Batch # 177 CC	765.07		84,367.72
Deposit	09/02/2025			Batch # 178 CC	89.12		85,132.79
Deposit	09/03/2025			Batch # 179 CC	908.69		85,221.91
Deposit	09/04/2025			Batch # 180 CC	168.41		86,130.60
Paycheck	09/05/2025	17178	Hunt, Joshua E	pay period 8/19/2025 - 8/31/2025		2,443.53	86,299.01
Paycheck	09/05/2025	17179	Kooper, Chris D	pay period 8/19/2025 - 8/31/2025			83,855.48
Paycheck	09/05/2025	17180	Staup, Shawna P	pay period 8/19/2025 - 8/31/2025		2,236.93	3,989.51
Paycheck	09/05/2025	17181	Steele, Justin B.	pay period 8/19/2025 - 8/31/2025		2,923.67	77,629.04
Liability Check	09/05/2025		QuickBooks Payroll Service	Created by Payroll Service & payroll taxes on 08/29/2025		2,923.67	74,705.37
Deposit	09/05/2025			Batch # 181 CC	501.52	6,061.69	68,643.68
Deposit	09/06/2025			Batch # 182 CC	812.25		69,145.20
Deposit	09/07/2025			Batch # 186 CC	241.57		69,957.45
Bill Pmt -Check	09/08/2025	17188	Badger Meter	August 2025 mbl hosting			70,199.02
Bill Pmt -Check	09/08/2025	17189	Carrel's Office Machines	August 2025 copier fees		66.78	70,132.24
Bill Pmt -Check	09/08/2025	17190	Pace Analytical Services LLC	drinking water monitoring collform & E. Coli		71.59	70,060.65
Bill Pmt -Check	09/08/2025	17191	Ed Staub & Sons	fuel Aug 2025 2nd half		185.80	69,874.85
Bill Pmt -Check	09/08/2025	EFT	California Public Employee's Retirement	August 2025		476.27	69,398.58
Bill Pmt -Check	09/08/2025	EFT	TASC (Optilife)	Employee Supplemental Insurance September 2025		5,572.67	63,825.91
Bill Pmt -Check	09/08/2025	EFT	Western Growers Assurance Trust	September 2025 employee health insurance inv # 2508293108		607.00	63,218.91
Bill Pmt -Check	09/08/2025	EFT	Elan Cardmember Services	teamviewer telemetry control renewal, cold patch, mcafee renew...		6,412.62	56,806.29
Bill Pmt -Check	09/08/2025	17192	verizon	August 2025 scada data filter plant		4,655.39	52,150.90
Bill Pmt -Check	09/08/2025	17193	Wells Fargo Bank, N.A.	August 2025 copier lease inv 5035610296		61.62	52,089.28
Bill Pmt -Check	09/08/2025	17194	Charles Schwab & Co.	September 2025		137.61	51,951.67
Bill Pmt -Check	09/08/2025	17195	PG&E	August 2025 office electric		375.00	51,576.67
Bill Pmt -Check	09/08/2025	17196	PG&E	August 2025 pumps		1,001.60	50,575.07
Deposit	09/08/2025			Batch # 187 CC	534.89	2,714.83	47,860.24
Deposit	09/09/2025			ARPA grant for prv's	104,595.00		48,395.13
Deposit	09/09/2025			Batch # 188 CC	574.62		152,980.13
Deposit	09/10/2025			Batch # 189 CC	236.69		153,554.75
Bill Pmt -Check	09/11/2025	17197	US Bureau of Reclamation	August 2025 adjustment		3,180.35	153,791.44
Deposit	09/11/2025			Batch # 190 CC	833.98		150,611.09
Deposit	09/12/2025			Batch # 191 CC	253.28		151,445.07
Deposit	09/13/2025			Batch # 192 CC	760.12		151,698.35
Deposit	09/14/2025			Batch # 193 CC	79.87		152,458.47
Bill Pmt -Check	09/15/2025	17198	Amazing Amy's Cleaning	September 2025 office cleaning			152,538.34
Bill Pmt -Check	09/15/2025	17199	Downey Brand	August 2025 costs for WIIN lawsuit		275.00	152,263.34
Bill Pmt -Check	09/15/2025	17200	Moore & Bogener	receive & review invoice from Downey Brand & draft letter to Chris		575.56	151,687.78
Bill Pmt -Check	09/15/2025	17201	PACE Civil Engineering, Inc.	engineering services for filter plant scada workstation replacement		75.00	151,612.78
Bill Pmt -Check	09/15/2025	17202	Precision Actuarial Inc.	gasb 68 accounting faluation for 6/30/2025		527.50	151,085.28
Bill Pmt -Check	09/15/2025	17203	SCP	chem chlor		1,000.00	150,085.28
Bill Pmt -Check	09/15/2025	17204	Thatcher Company of California	chlorine cylinder x6invoice # 2025250104864 & 20252509000985		95.32	150,989.96
Bill Pmt -Check	09/15/2025	17205	USA Blue Book	mechanical avocado float switch		6,934.65	143,055.31
Bill Pmt -Check	09/15/2025	17206	verizon	August 2025 office cell phones		346.29	142,709.02
Bill Pmt -Check	09/15/2025	17207	Waste Management	September 2025 office trash		116.55	142,592.47
Bill Pmt -Check	09/15/2025	17208	Quadrant Leasing USA, Inc.	property tax for inserter/folder and sealing machines		56.99	142,535.48
Bill Pmt -Check	09/15/2025	EFT	California State Disbursement Unit	Employee Garnishment		251.06	142,284.42
Deposit	09/15/2025			Batch # 194 CC	152.65	349.00	141,935.42
Deposit	09/16/2025			Batch # 196 CC	537.41		142,088.07
Deposit	09/17/2025			Batch # 197 CC	200.90		142,625.48
Bill Pmt -Check	09/18/2025	17213	Ed Staub & Sons	fuel September 2025 1st half		308.74	142,517.64
Bill Pmt -Check	09/18/2025	17214	Ferguson DBA Groeniger & Co.	multiple small parts for stock & parts for trinity aly job		4,364.16	138,153.48
Deposit	09/18/2025			Batch # 198 CC	321.78		138,475.26
Paycheck	09/19/2025	17209	Hunt, Joshua E	pay period 9/1/2025 - 9/15/2025		2,533.17	135,942.09

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Shasta Water Department
BANK TRANSACTIONS

9/1/2025 - 9/30/2025

Type	Date	Num	Name	Memo	Debit	Credit	Balance
Paycheck	09/19/2025	17210	Koeper, Chris D	pay period 9/1/2025 - 9/15/2025		4,015.98	131,926.11
Paycheck	09/19/2025	17211	Staup, Shawna P	pay period 9/1/2025 - 9/15/2025		2,352.97	129,573.14
Paycheck	09/19/2025	17212	Steele, Justin B.	pay period 9/1/2025 - 9/15/2025		3,199.33	126,373.81
Liability Check	09/19/2025		QuickBooks Payroll Service	Created by Payroll Service & payroll taxes on 09/16/2025		6,258.12	120,115.69
Deposit	09/19/2025			Batch # 199 CC	4,495.21		124,610.90
Deposit	09/20/2025			Batch # 200 CC	216.77		124,827.67
Deposit	09/21/2025			Batch # 201 CC	76.12		124,903.79
Bill Pmt -Check	09/22/2025	17215	Big Time Pest Control	September 2025 office pest control		85.00	124,818.79
Deposit	09/23/2025			Batch # 204 CC	845.66		125,664.45
Deposit	09/24/2025			Batch # 205 ACH	25,053.47		150,717.92
Deposit	09/25/2025			Batch # 206 CC	437.69		151,155.61
Bill Pmt -Check	09/26/2025	EFT	AT&T Mobility	September 2025 office phone		71.33	151,084.28
Bill Pmt -Check	09/26/2025	17216	Ace Payment Processing	ratchet pipe cutter, couplings, gloves, plumber coth, crmnt pvord h...		101.78	150,982.50
Bill Pmt -Check	09/26/2025	17217	Continental Utility Solutions, Inc.	new billing software implementation & web portal setup		13,000.00	137,982.50
Deposit	09/26/2025			Batch # 207 CC	969.24		138,951.74
Deposit	09/27/2025			Batch # 208 CC	676.04		139,627.78
Deposit	09/30/2025			Batch # 210 CC	528.80		140,156.58
Total 13110 - TrIC General Fund 935					145,856.82	91,276.14	140,156.58
TOTAL					145,856.82	91,276.14	140,156.58

Shasta Community Services District

Profit & Loss Budget vs. Actual

July through September 2025

	Jul - Sep 25	Budget	\$ Over Budget
Ordinary Income/Expense			
Income			
41000 · Water Sales			
41100 · Water Sales - Res. & Comm.	342,186.63	1,107,500.00	-765,313.37
41150 · Hydrant Water Sales	0.00	500.00	-500.00
41200 · Water Sales/Pumping	2,380.73	9,500.00	-7,119.27
41800 · Late Fees	3,985.45	15,000.00	-11,014.55
42230 · Service Connection Fee/Meters	0.00	0.00	0.00
Total 41000 · Water Sales	348,552.81	1,132,500.00	-783,947.19
42000 · Special Service Fees	348.74	1,500.00	-1,151.26
42160 · Property Tax Revenue - SCSD	4.41	40,000.00	-39,995.59
42220 · Scrap Metal	0.00	0.00	0.00
44000 · Interest Revenue			
44100 · TriC Interest	12,835.88	55,000.00	-42,164.12
44500 · Umpqua Interest	1.53	10.00	-8.47
Total 44000 · Interest Revenue	12,837.41	55,010.00	-42,172.59
47000 · Copies, Faxes, Document Request	0.00	10.00	-10.00
71000 · Gain/Loss Fixed Asset Disposal	0.00	0.00	0.00
Total Income	361,743.37	1,229,020.00	-867,276.63
Gross Profit	361,743.37	1,229,020.00	-867,276.63
Expense			
50500 · Bad Debt Expense	0.00	5,000.00	-5,000.00
51000 · Water Service Expenses			
51010 · Bureau of Reclamation	11,308.00	25,000.00	-13,692.00
51012 · Other Water Purchases/Deficit	0.00	0.00	0.00
51018 · Water Testing Expense	1,154.20	6,300.00	-5,145.80
Total 51000 · Water Service Expenses	12,462.20	31,300.00	-18,837.80
51020 · Pumping Expense			
51021 · Middle Brunswick - PGE 573 #1	241.22	1,400.00	-1,158.78
51022 · Benson - PGE 937 #6	313.25	1,300.00	-986.75
51023 · Bandana Tr. - PGE 337 #7	475.14	2,000.00	-1,524.86
51024 · Highland Cir - PGE 355 #3	46.15	150.00	-103.85
51025 · Highland Circle - PGE 013 #5	414.63	2,500.00	-2,085.37
51026 · Record Heights - PGE 206 #4	1,051.75	5,000.00	-3,948.25
51027 · Lower Brunswick - PGE 936 #2	1,568.66	6,000.00	-4,431.34
51028 · Keswick WTP - 956 #9	50.92	900.00	-849.08
Total 51020 · Pumping Expense	4,161.72	19,250.00	-15,088.28
51030 · Water Treatment Expense			
51031 · W.T. Chemicals	14,224.64	28,000.00	-13,775.36
51032 · W.T. Filter Plant PGE 254 #8	1,146.53	5,500.00	-4,353.47
51033 · W.T. Plant Repair/Maint.	346.29	8,500.00	-8,153.71
51034 · Backwash Sludge Disposal	0.00	5,500.00	-5,500.00
51035 · W.T. Security/Telephone	184.86	750.00	-565.14
Total 51030 · Water Treatment Expense	15,902.32	48,250.00	-32,347.68

Shasta Community Services District
Profit & Loss Budget vs. Actual
July through September 2025

	Jul - Sep 25	Budget	\$ Over Budget
51039 · Transmission/Distribution			
51040 · Transmission/Distribution-Gen	9,215.71	27,000.00	-17,784.29
51083 · Meters - New & Replacements	200.27	7,000.00	-6,799.73
51084 · Pump & Tank Level Telemetry	3,679.85	10,000.00	-6,320.15
Total 51039 · Transmission/Distribution	13,095.83	44,000.00	-30,904.17
51090 · Vehicle Maintenance			
51094 · Backhoe/Trailer/Generator	118.73	5,000.00	-4,881.27
51099 · U12 Ford F350 2016	0.00	500.00	-500.00
51100 · U13 Ford F-150 2018	0.00	500.00	-500.00
51101 · U14 Ford F-150 2021	0.00	500.00	-500.00
51102 · U15 Toyota Tacoma 2025	0.00	500.00	-500.00
Total 51090 · Vehicle Maintenance	118.73	7,000.00	-6,881.27
51093 · Gas & Oil Expense			
51091 · Gas & Oil - Generator	0.00	2,000.00	-2,000.00
51092 · Gas & Oil Ford 150 Truck #13	161.61	3,500.00	-3,338.39
51093.1 · Gas & Oil 2021 F-150 Truck #14	1,333.07	6,000.00	-4,666.93
51093.2 · Gas & Oil - Backhoe	96.84	750.00	-653.16
51093.4 · Gas & Oil 2025 Toyota Truck #15	981.37	6,000.00	-5,018.63
51093.9 · Gas & Oil 2016 Ford 350 #12	120.09	1,500.00	-1,379.91
Total 51093 · Gas & Oil Expense	2,692.98	19,750.00	-17,057.02
52000 · Training			
52001 · Training Course Fees	0.00	1,700.00	-1,700.00
52002 · Travel	0.00	500.00	-500.00
52003 · Lodging	0.00	1,500.00	-1,500.00
52004 · Meals	0.00	500.00	-500.00
Total 52000 · Training	0.00	4,200.00	-4,200.00
55010 · Payroll Expenses			
55011 · Manager Salary			
55011.0 · Manager/Salary	29,423.75	141,234.00	-111,810.25
Total 55011 · Manager Salary	29,423.75	141,234.00	-111,810.25
55012 · Maintenance/Hourly			
55012.2 · Maintenance/Hourly	11,045.64	74,776.00	-63,730.36
55012.3 · Maintenance Hourly/Vacation	1,797.50		
55012.4 · Maintenance/Hourly/Sick	2,881.41		
55012.5 · Maintenance/Hourly/Holiday	575.20		
55012.6 · Maintenance/OT	2,149.19	10,000.00	-7,850.81
55012.7 · Maintenance 2 / Lead Operator	17,558.25	85,280.00	-67,721.75
Total 55012 · Maintenance/Hourly	36,007.19	170,056.00	-134,048.81
55013 · Office/Hourly			
55013.2 · Office Hourl/ Vacation	2,013.20		
55013.3 · Office/Hourly/Sick	754.95		
55013.4 · Office Hourly	12,384.78	74,776.00	-62,391.22
55013.5 · Office/Hourly/Holiday	575.20		
55013.6 · Office Hourly Overtime	229.20	1,500.00	-1,270.80

Shasta Community Services District

Profit & Loss Budget vs. Actual

July through September 2025

	Jul - Sep 25	Budget	\$ Over Budget
Total 55013 · Office/Hourly	15,957.33	76,276.00	-60,318.67
55014 · On Call Time	5,444.49	26,327.00	-20,882.51
55010 · Payroll Expenses - Other	333.13	1,850.00	-1,516.87
Total 55010 · Payroll Expenses	87,165.89	415,743.00	-328,577.11
55029 · Employee Benefits			
55030 · Employee Health/Life Insurance	24,379.29	100,000.00	-75,620.71
55035 · Retiree Health Insurance	1,125.00	4,500.00	-3,375.00
55040 · Workers Compensation Insurance	11,269.98	11,300.00	-30.02
55055 · CALPERS	16,443.72	65,000.00	-48,556.28
Total 55029 · Employee Benefits	53,217.99	180,800.00	-127,582.01
55060 · Payroll Tax Expense			
55062 · Employer Medicare Expense	1,259.08	6,000.00	-4,740.92
55063 · Employer Social Security Exp	5,383.63	25,500.00	-20,116.37
55070 · State Unemployment Insurance	0.00	1,736.00	-1,736.00
Total 55060 · Payroll Tax Expense	6,642.71	33,236.00	-26,593.29
55130 · Office Expense			
55110 · Answering Service Expense	364.00	2,136.00	-1,772.00
55121 · Office/Cellular Telephone	349.62	2,200.00	-1,850.38
55125 · Office/Security Expense	356.00	2,136.00	-1,780.00
55131 · Office/PGE 761	1,988.68	9,500.00	-7,511.32
55132 · Office/Telephone	341.11	1,500.00	-1,158.89
55133 · Office/Supplies	2,058.47	6,500.00	-4,441.53
55134 · Office/Postage	1,251.06	9,000.00	-7,748.94
55135 · Office/Equipment Expense	572.86	2,500.00	-1,927.14
55137 · Office/Employee Background Chec	0.00	0.00	0.00
55138 · Office/Propane	0.00	1,000.00	-1,000.00
55139 · Office/Building Maintenance	1,165.97	5,000.00	-3,834.03
55141 · Office/Safety	0.00	500.00	-500.00
55142 · Emplpyoee Pre-emp. Physical	0.00	0.00	0.00
Total 55130 · Office Expense	8,447.77	41,972.00	-33,524.23
55140 · Advertising Expense	0.00	1,000.00	-1,000.00
55145 · Banking Fees	299.10	1,500.00	-1,200.90
55150 · Insurance - Liability & E&O	58,921.97	59,000.00	-78.03
55160 · Professional Services			
55162 · Legal Services	1,529.49	3,000.00	-1,470.51
55163 · Engineering Services	527.50	20,000.00	-19,472.50
55164 · Auditing Services	1,000.00	12,000.00	-11,000.00
55165 · Professional Services Misc.	123.75	15,000.00	-14,876.25
Total 55160 · Professional Services	3,180.74	50,000.00	-46,819.26
55170 · Directors Compensation	2,100.00	6,500.00	-4,400.00
55180 · Dues/Permit Fees	18,193.99	27,000.00	-8,806.01
55182 · maintenance contracts/support	0.00	1,200.00	-1,200.00
60000 · Interest	302.47	11,000.00	-10,697.53
Total Expense	286,906.41	1,007,701.00	-720,794.59

Shasta Community Services District
Profit & Loss Budget vs. Actual
July through September 2025

Net Ordinary Income

Jul - Sep 25	Budget	\$ Over Budget
74,836.96	221,319.00	-146,482.04

SHASTA COMMUNITY SERVICES DISTRICT
BOARD OF DIRECTORS' MEETING
5:00 pm Tuesday, September 16th, 2025
11570 School Street, Redding, CA 96001
DRAFT MINUTES

Board Members Present: President Valerie Coon, Vice President Dave Cross, Director Randy Smith, Director Jo Ann Vayo, Director Chris Hunter.

Staff Members Present: General Manager Chris Koeper, Secretary to the Board, Shawna Staup.

1. **Call to Order:** President Valerie Coon called the meeting to order at 5:00 PM.

2. **Pledge of Allegiance:** Was led by President Valerie Coon.

3. **Approve Agenda:** Director Jo Ann Vayo motioned to approve the September 16, 2025, agenda. Director Randy Smith seconded the motion. The motion passed unanimously.

4. **Closed Session:**

Closed the open session: President Valerie Coon closed the open session at 5:02 PM.

Open the closed session: President Valerie Coon opened the closed session at 5:02 PM.

4-1 **"Closed Session. (Gov. Code 54957)**

Public Employee Evaluation"

Close the closed session: President Valerie Coon closed the closed session at 5:55 PM.

Open the open session: President Valerie Coon reopened the open session at 5:55 PM.

Report on closed session: No action taken.

5. **Public Comment Period**

This time is set aside for members of the public to address the District on matters not on the agenda, as well as matters on the Consent Calendar. If your comments concern an item noted on the regular agenda, please address the Board after that item is open to public comments. By law, the Board of Directors cannot make decisions on matters not included on the agenda. The Board will customarily refer these matters to the General Managers' Office. Each speaker is given three (3) minutes to speak. Speakers may not cede their time. Comments should be limited to matters within the authority of the District.

No public present.

Initials_____ Initials_____

6. Consent Calendar

The Board considers matters listed under the Consent Calendar routine and will enact them by one motion in the form listed below. There will be no separate discussion of the subjects unless a worthy cause is presented to the Board before it votes on the motion to adopt.

Financial Reports for August 1st through August 31st, 2025

6-1 SCSD Financial Report

6-2 SCSD Monthly Bank Transactions

6-3 SCSD Budget vs Actual

Director Chris Hunter stated that he believed that the board had previously discussed reviewing the PG&E bills for the pump stations and asked if these pump stations are specifically tied to customers' accounts. General Manager Chris Koeper noted that the bills are allocated to customers who are above the pump stations, which are at higher elevations where the main lines will not supply adequate pressure. President Valerie Coon asked if it was included in each of their monthly bills as a line item as an additional charge. General Manager Chris Koeper answered that it is and that we look at it every so often, and it is probably due to be looked at, and right now it is difficult because there are a lot of customers who still have not rebuilt, and when the houses were burnt down, we took the charge off the customer's bill. Vice President Dave Cross stated that it would not be right to charge them for pumping fees if they are not using water. Director Chris Hunter asked if those accounts were on vacation status and if there were no charges on vacant lots. General Manager Chris Koeper explained that the base rate is the same for everyone, because during the rate study the base rate was for the upkeep cost of the system, and if customers still had access to the water, it was determined at that time that they should pay the base rate so when they started using water the system was kept up so they could continue using water and the water usage rate was based on the cost of producing water. Director Chris Hunter stated that he would like to see how many customers use these pump stations and what they are paying. General Manager Chris Koeper said that he would bring it back next month to review customer pump fees and compare them to the District's electrical bills.

6-4 August 19th, 2025, meeting minutes

RECOMMENDATION: Approval and adoption of all items on the Consent Calendar. Director Jo Ann Vayo motioned to approve and adopt the consent calendar. Director Randy Smith seconded the motion. The motion passed unanimously.

7. Correspondence: None.

Initials_____ Initials_____

8. General Business:

8-1 General Manager Report

- Water consumption for August 2025 was 60 acre-feet compared to 49 acre-feet in August 2024.
- We received our ARPA \$104,585 grant reimbursement for the new pressure-reducing valves. We had three new valves replaced, and the grant covered two of them and part of the third.
- The General Manager met with our cross-connection specialist, Byron Gibbons, to plan for the implementation of our cross-connection program. He also sent the revised cross-connection control plan to the state. When speaking to Mr. Gibbons, he will have to assess every customer's property in the district and recommend that all new houses with fire sprinklers have a backflow device. After board discussion and questions, the consensus of the board was to invite Mr. Gibbons to a board meeting to answer questions.
- A representative from Instrument Technology Corporation came out and gave the employees a demo on a ground-penetrating radar pipe locator. The cost would be around \$18,000. He will be sending us an email quote. President Valerie Coon suggested that it be brought back to the board after the General Manager receives the quote.
- We had a demo with CUSI billing software. It is more expensive than gWorks. The cost for CUSI is \$15,500 per year as compared to \$8,267 per year for gWorks. There is a one-time charge of \$13,000 for setting up CUSI. CUSI has been around since 1984, and we were impressed with the demo. Centerville CSD, Mountain Gate CSD, and Clear Creek CSD have all used CUSI for several years and are very happy with the program and customer service. Vice President Dave Cross stated that it sounds like we are not getting good customer support. President Valerie Coon asked if we could get a refund from gWorks. The General Manager answered that we could not get a refund. Secretary to the Board Shawna Staup stated that our term with gWorks is the calendar year and ends December 31st, and if we switched, we would need to give gWorks a thirty-day notice. Director Jo Ann Vayo asked if the software would be compatible with QuickBooks. Secretary to the board Shawna Staup stated that our current software is not, but CUSI is. It was the board's consensus to move forward with implementing the CUSI software.
- The General Manager has started on the preparation for our 2024/2025 audit. President Valerie Coon asked how often we test our water and what we test it for. General Manager Chris Koeper stated that we test our treated water monthly for bacteria and E.Coli. and then quarterly for TTHM, which is a precursor for cancer, and lead and copper samples every three years. President Valerie Coon requested that the sample results be a line item in the Manager's monthly report.

9. Old Business:

9-1 Review and possible revision of Shasta CSD cell phone/driving policy

Initials_____ Initials_____

General Manager Chris Koeper explained that this policy came from SDRMA, our workers' comp insurance. Director Jo Ann Vayo stated that she did not remember at the committee meeting ending the Employee Pull Notice (EPN) part of the policy with "the EPN administrator shall report any pulled notifications when they meet district intervention levels", and recommended that a paragraph stating "that in the case an employee's CDL is suspended, revoked, or restricted, the Manager or the Board of Directors shall be notified accordingly, regardless of the intervention point level". Director Chris Hunter stated that if an employee gets four or more points in 12 months, their license would be suspended. Director Jo Ann Vayo stated that she was not sure that we need to know about every ticket until it reaches this intervention level, but if an employee's license is suspended, revoked, or restricted, that it needs to be reported, and she believes that since we are a government agency, it costs nothing to enroll in the DMV EPN program. Director Chris Hunter stated that there needs to be an assigned EPN Administrator. President Valerie Coon said that would be Secretary to the Board Shawna Staup. Director Randy Smith said that the minimum insurance requirement of \$30,000/\$60,000/\$15,000 is the state minimum for employees who drive their personally owned vehicles on District business, and that we might want to consider raising that amount. President Valerie Coon stated that this is in accordance with the state of California's minimum and does not know if we can require an employee to carry more than that. Director Chris Hunter said that goes back to whether you want employees driving personal vehicles. Secretary to the Board Shawna Staup stated that using personal vehicles is rare now that the operators take a truck home when they are on call, and she occasionally uses her vehicle if the General Manager is out sick or on vacation to go to the Post Office for district business. Director Randy Smith asked what amount of liability the District has on the district vehicles because the state minimum seems really low. General Manager Chris Koeper stated that he believed that it was the state minimum. Director Chris Hunter asked if the board could get a report on the insurance that the district is carrying. General Manager Chris Koeper asked the board what they thought about using a cell phone while driving if it is on speaker phone. Director Chris Hunter stated that if all the district vehicles are equipped with Bluetooth, it is reasonable to say that anyone driving a company vehicle should be using the hands-free device, and even if you put it on speaker, you still have to have your hands on the device. President Valerie Coon stated that it does say that district employees without a hands-free wireless communication device may use their devices after safely exiting the highway, pulling to the side of the road, and stopping the vehicle. President Valerie Coon asked if we were going to have the employees sign the cell use policy acknowledgment yearly. Secretary to the Board Shawna Staup stated that we could add a page to the back of the policy for employees to sign to acknowledge the policy and have them review and sign it yearly.

Director Jo Ann Vayo motioned to pass and adopt the driver policy with an added paragraph "that in the case an employee's CDL is suspended, revoked, or restricted, the Manager or the Board of Directors shall be notified accordingly, regardless of the intervention point level" on page 18. Director Chris Hunter seconded the motion. The motion passed unanimously.

Initials _____ Initials _____

9-2 Shasta CSD Workplace Security Policy

President Valerie Coon stated that policies with liability attached should be acknowledged by employees on an annual basis. General Manager Chris Koeper stated that the only part he did not complete was developing a corrective action plan for security, because he did not know what else we could do, except maybe a panic button. Vice President Dave Cross suggested that it might be something that our alarm company could add to our existing alarm system. Director Chris Hunter stated that he would like to review the risk factors checklist and suggested that we table the item for the next meeting. The item was tabled for next month's meeting.

10. New Business:

10-1 After-hours phone policy and AT&T phone issues

Secretary to the Board Shawna Staup stated that she fixed the voice mail recording to give the emergency phone number at the beginning of the message, put the emergency phone number on the website, and the old phones have been replaced. President Valerie Coon asked if the answering service knows who is on call, and how they know who is on call on the weekends. General Manager Chris Koeper stated that the answering service rotates who is on call. President Valerie Coon asked if the employees know when they are on call, do we then give that schedule to the answering service once a month? General Manager Chris Koeper stated that the employees stay on the same rotation. President Valerie Coon suggested that we check with the answering service quarterly to ensure that they have the correct schedule. President Valerie Coon asked if there is a timeline for the on-call employee to get back to someone who has contacted the answering service after hours. General Manager Chris Koeper stated that we usually get back to them as soon as possible. President Valerie Coon said that if that process is working, then there should be no reason to give out an employee's work cell phone number. Director Jo Ann Vayo stated that she gave the number to a customer because they had no water. President Valerie Coon said that if they call her that, she would be of no help except to try to call somebody, and all she is trying to figure out is that we have a solid system in place, and it sounds like everything is fixed.

11. Oral Communications:

These Comment sessions are for information and reporting purposes only. Board action cannot be taken. If it becomes clear that action is necessary or desired, the matter(s) will be scheduled on a later board agenda.

11-1 Board Members: All board members will be at next month's meeting.

11-2 Staff Members: None.

Initials _____ Initials _____

12. Adjourn: 7:13 PM.

In compliance with the Americans with Disabilities Act, the Shasta Community Services District will make available to any member of the public who has a disability, a needed modification or accommodation, including an auxiliary aid or service, for that person to take part in the public meeting. A person needing assistance should contact the district office by mail at PO Box 2520, Shasta, CA 96087, 48 hours before the meeting. Accommodation may include, but is not limited to, interpreters, assistive listening devices, accessible seating, or documentation in an alternate format. If requested, this document and other agenda materials can be made available in an alternative format for persons with a disability who are covered by the Americans with Disabilities Act

Board President

Secretary to the Board

**SHASTA COMMUNITY SERVICES DISTRICT
BOARD OF DIRECTORS' SPECIAL MEETING
8:30 am Monday, September 22nd, 2025
11570 School Street, Redding, CA 96001
DRAFT MINUTES**

Board Members Present: President Valerie Coon, Vice President Dave Cross, Director Randy Smith, Director Jo Ann Vayo, Director Chris Hunter.

Staff Members Present: Secretary to the Board, Shawna Staup.

Staff Members Absent: General Manager Chris Koeper.

1. Call to Order: President Valerie Coon called the meeting to order at **8:30 AM**.

2. Approve Agenda: Director Jo Ann Vayo motioned to approve the September 22, 2025, special meeting agenda. Director Randy Smith seconded the motion. The motion passed unanimously.

3. Public Comment Period

This time is set aside for members of the public to address the District on matters not on the agenda but also matters on the Consent Calendar. If your comments concern an item noted on the regular agenda, please address the Board after that item is open to public comments. By law, the Board of Directors cannot decide on matters not on the agenda. The Board will customarily refer these matters to the General Managers' Office. Each speaker is allocated three (3) minutes to speak. Speakers may not cede their time. Comments should be limited to matters within the jurisdiction of the District.

No public present.

4. Closed Session:

Closed the open session: President Valerie Coon closed the open session at **8:31 AM**.

Open the closed session: President Valerie Coon opened the closed session at **8:31 AM**.

4-1 Closed Session. (Government Code 54956.9

**Conference with Legal Counsel – Potential Litigation
One Matter.**

Closed the closed session: President Valerie Coon closed the closed session at **9:41 AM**.

Open the open session: President Valerie Coon reopened the open session at **9:41 AM**.

Report on closed session: An Ad hoc committee was appointed for the District's employee evaluation process.

Initials_____ Initials_____

5. Oral Communications:

These Comment sessions are for information and reporting purposes only. Board action cannot be taken. If it becomes apparent that action is necessary or desired, the matter(s) will be scheduled on a subsequent board agenda.

5-1 Board Members: None.

5-2 Staff Members: None.

6. Adjourn: 9:43 AM.

In compliance with the Americans with Disabilities Act, the Shasta Community Services District will make available to any member of the public who has a disability, a needed modification or accommodation, including an auxiliary aid or service, for that person to take part in the public meeting. A person needing assistance should contact the district office by mail at PO Box 2520, Shasta, CA 96087, 48 hours before the meeting. Accommodation may include, but is not limited to, interpreters, assistive listening devices, accessible seating, or documentation in an alternate format. If requested, this document and other agenda materials can be made available in an alternative format for persons with a disability who are covered by the Americans with Disabilities Act

Board President

Secretary to the Board

**SHASTA COMMUNITY SERVICES DISTRICT
BOARD OF DIRECTORS' SPECIAL MEETING
3:00 pm Friday, October 3rd, 2025
11570 School Street, Redding, CA 96001
DRAFT MINUTES**

Board Members Present: President Valerie Coon, Vice President Dave Cross, Director Randy Smith, Director Jo Ann Vayo, Director Chris Hunter.

Staff Members Present: General Manager Chris Koeper, Secretary to the Board, Shawna Staup.

1. Call to Order: President Valerie Coon called the meeting to order at **3:00 PM**.

2. Approve Agenda: Director Jo Ann Vayo motioned to approve the October 3, 2025, special meeting agenda. Director Randy Smith seconded the motion. The motion passed unanimously.

3. Public Comment Period

This time is set aside for members of the public to address the District on matters not on the agenda but also matters on the Consent Calendar. If your comments concern an item noted on the regular agenda, please address the Board after that item is open to public comments. By law, the Board of Directors cannot decide on matters not on the agenda. The Board will customarily refer these matters to the General Managers' Office. Each speaker is allocated three (3) minutes to speak. Speakers may not cede their time. Comments should be limited to matters within the jurisdiction of the District.

No public present.

4. Closed Session:

Closed the open session: President Valerie Coon closed the open session at **3:01 PM**.

Open the closed session: President Valerie Coon opened the closed session at **3:01 PM**.

4-1 "Closed Session. (Gov. Code 54957)

Public Employee Evaluation"

Closed the closed session: President Valerie Coon closed the closed session at **3:54 PM**

Open the open session: President Valerie Coon reopened the open session at **3:54 PM**.

Report on closed session: Employee evaluation has been completed.

Initials_____ Initials_____

5. Oral Communications:

These Comment sessions are for information and reporting purposes only. Board action cannot be taken. If it becomes apparent that action is necessary or desired, the matter(s) will be scheduled on a subsequent board agenda.

5-1 Board Members: None.

5-2 Staff Members: None.

6. Adjourn: 3:54 PM.

In compliance with the Americans with Disabilities Act, the Shasta Community Services District will make available to any member of the public who has a disability, a needed modification or accommodation, including an auxiliary aid or service, for that person to take part in the public meeting. A person needing assistance should contact the district office by mail at PO Box 2520, Shasta, CA 96087, 48 hours before the meeting. Accommodation may include, but is not limited to, interpreters, assistive listening devices, accessible seating, or documentation in an alternate format. If requested, this document and other agenda materials can be made available in an alternative format for persons with a disability who are covered by the Americans with Disabilities Act

Board President

Secretary to the Board

Subject **2025 SDRMA Board Election Results**
 From Candice Richardson <memberplus@sdrma.org>
 To <sstaup@shastacsd.org>
 Reply-To <memberplus@sdrma.org>
 Date 2025-09-29 2:22 pm



Member Notifications



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2025 SDRMA Board Election Results

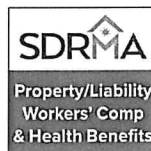
SDRMA is excited to announce the results of the 2025 Board of Directors Election! On September 25, 2025, the election ballots submitted by participating members were reviewed by the SDRMA Election Committee.

A total of five candidates were nominated for four director seats for a four-year term beginning January 1, 2026 through December 31, 2029. The election committee confirmed the following results in order by number of votes received:

- Robert Housley, Midway City Sanitary District
- Mike Scheafer, Costa Mesa Sanitary District
- Virginia Chang Kiraly, San Mateo County Harbor District
- Tom Wright, Clovis Veterans Memorial District

On behalf of the SDRMA Board of Directors and staff, we thank all our members that participated in the 2025 SDRMA Board of Directors election!

Please contact us at crichardson@sdrma.org or 800-537-7790 if you have any questions regarding the election results.



California Special Districts Alliance Partners

Always Member Focused.

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20

Corkey Harmon
County Member

Chris Kelstrom
County Member

Allen Long
County Member Alternate

Susie Baugh
City Member

Mike Littau
City Member

Pam Morgan
City Member Alternate



Fred Ryness
Special District Member

Ronnean Lund
Special District Member

Rosemary Smith
Special District Alternate

Larry Russell
Public Member

Michael Spencer
Public Member Alternate

PRESS RELEASE / NOTICE OF VACANCY

LAFCO SEEKS REGULAR PUBLIC MEMBER TO SERVE ON COMMISSION

The Shasta Local Agency Formation Commission (LAFCO) invites interested persons to apply for the position of regular public member on the Commission. The regular public member fully participates in the discussion and deliberation at LAFCO meetings and votes on all items put before the Commission. LAFCO meetings are held at least six times per year on the first Thursday of even-numbered months at rotating public meeting locations in or near the City of Redding. The four-year term for the regular public member runs through December 31, 2029.

LAFCO is an independent commission that was created by the California State Legislature in 1963. There is a separate LAFCO for each county within California. LAFCO is responsible for facilitating changes in local governmental structure and boundaries that foster orderly growth and development, promoting the efficient delivery of services, and encouraging the preservation of open space and agricultural lands. LAFCO meets these objectives by regulating the boundaries of cities and special districts and by conducting municipal service reviews, and other special studies as needed.

Shasta LAFCO is composed of seven (7) voting members, including two county supervisorial members appointed by the Shasta County Board of Supervisors, two city council members appointed by the Mayors of the three incorporated cities, two special district members appointed by the independent special districts, and one public member appointed by the full commission. There is also one alternate for each category.

Requirements: Applicants must be residents of Shasta County, be able to regularly attend LAFCO meetings (held in Redding, Shasta Lake, and Anderson), have a general understanding of LAFCO functions and authorities, and are not current officers or employees of a local public agency or a member of a public board, commission, or committee that has the authority to make advisory or final decisions on matters relating to land use or the provision of services. Public members are considered public officials and are required to file a standard annual financial disclosure statement with the California Fair Political Practices Commission.

Please note the regular public member position will remain open until filled. Qualifying candidates may be considered for appointment at the LAFCO meeting on December 4, 2025. **Please submit a completed application by November 7th, 2025, at 5:00 p.m.** for consideration at this meeting. Applications may be submitted by email to Commission Clerk Amber Chung at amber@shastalafco.org or by mail to LAFCO at P.O. Box 8693, South Lake Tahoe, CA 96158. To download an application form and for more information about Shasta LAFCO, please visit our website at www.shastalafco.org, or contact LAFCO staff at amber@shastalafco.org or krystle@shastalafco.org.

General Manager Report

October 2025

- Water consumption for September: This Year – 52 Acre Feet
Last Year – 49 Acre Feet

- Water Samples:
 - Total Coliforms & E Coli (Present / Absent) – Done Monthly
Rock Creek Road: Absent for both
Hammermill Lane: Absent for both
Cindee Lane: Absent for both

 - TTHM Max Contaminant Level: 80 ug/L – Done Quarterly
Newfound Way: 30 ug/L

 - HAA5 Max Contaminant Level: 60 ug/L – Done Quarterly
Weiland Street : 26 ug/L

- We had our CUSI billing software kickoff meeting.

- The price for the ground penetrating radar pipe locator was reduced from \$18,000 to \$16,590. However, the original quote didn't include a tablet which we will need. The cost of the tablet is \$875, freight charge of \$475 and sales tax of \$1,266 brings the total to \$19,206.21. Training is at no cost.

- I processed 6/30/25 depreciation, made adjusting entries for our year end audit and verified all balance sheet accounts.

ORDINANCE # 01-25

AN ORDINANCE INSTITUTING A CROSS-CONNECTION CONTROL PROGRAM

TO PROTECT THE PUBLIC WATER SYSTEM

THE SHASTA COMMUNITY SERVICES DISTRICT DOES ORDAIN AS FOLLOWS:

SECTION I – PURPOSE

The purpose of this ordinance is to protect the public water supply system from contamination due to potential and actual cross-connections. This shall be accomplished by the establishment of a cross-connection control program as required by State regulations. This ordinance is adopted pursuant to Title 17, Section 7583 – 7605, inclusive, of the California Code of Regulations, entitled “Regulations Relating to Cross-Connections”. SECTION II – RESPONSIBILITY The General Manager or cross-connection control specialist shall be responsible for implementing and enforcing the cross-connection control program. An appropriate backflow prevention assembly shall be installed by and at the expense of the water user at each user connection where required to prevent backflow from the water user’s premises to the domestic water system. It shall be the water user’s responsibility to comply with the Shasta Community Services District’s requirements.

SECTION III – CROSS-CONNECTION PROTECTION REQUIREMENTS

The type of protection that shall be provided to prevent backflow into the public water supply system shall be commensurate with the degree of hazard, actual or potential, that exists on the water user’s premises. Unprotected cross-connections with the public water supply are prohibited. The type of backflow prevention assembly that may be required (listed in decreasing level of protection) includes: Air-gap separation (AG), Reduced Pressure Principle Backflow Prevention Assembly (RP), and Double Check Valve Assembly (DC). The water user may choose a higher level of protection than required by the water supplier. The minimum types of backflow prevention required to protect the approved water supply at the user’s water connection to premises with varying degrees of hazard are listed in Table 1 of Section 7604, Title 17. Situations which are not covered in Table 1 shall be evaluated on a case-by-case basis and the appropriate backflow prevention shall be determined by the water supplier or health agency.

SECTION IV – BACKFLOW PREVENTION ASSEMBLIES

Only backflow prevention assemblies which have been approved by the Shasta Community Services District shall be acceptable for installation by a water user. A list of approved backflow prevention assemblies will be provided upon required to any affected customer. Backflow prevention assemblies shall be installed in a manner prescribed in Section 7603, Title 17.

Location of the assemblies shall be as close as practical to the user's connection. The Shasta Community Services District shall have the final authority in determining the required location of the backflow prevention assembly. Testing of backflow assemblies shall be conducted only by qualified testers and testing will be the responsibility of the water user. Backflow prevention assemblies must be tested at least annually and immediately after installation, relocation or repair. More frequent testing may be required if deemed by the Shasta Community Services District. No assembly shall be placed back in service unless it is functioning as required. These assemblies shall be serviced, overhauled, or replaced whenever they are found to be defective and all costs of testing, repair, and maintenance shall be borne by the water user. Approval must be obtained from the Shasta Community Services District prior to removing, relocating or replacing a backflow prevention assembly.

SECTION V – ADMINISTRATION

The cross-connection control program shall be administered by the General Manager or cross-connection control specialist. The Shasta Community Services District will establish and maintain a list of approved backflow prevention assemblies as well as a list of approved backflow prevention assembly testers. The Shasta Community Services District shall conduct necessary surveys of water user premises to evaluate the degree of potential health hazards. The Shasta Community Services District shall notify users when an assembly needs to be tested. The notice shall contain the date when the test must be completed.

SECTION VI – WATER SERVICE TERMINATION

When the Shasta Community Services District encounters water uses that represent a clear and immediate hazard to the potable water supply that cannot be immediately abated, the procedure for terminating water service shall be instituted. Conditions of water uses that create a basis for water service termination shall include, but are not limited to, the following:

1. Refusal to install or to test a backflow prevention assembly, or to repair or replace a faulty backflow prevention assembly.
2. Direct or indirect connection between the public water system and a sewer line.
3. Unprotected direct or indirect connection between the public water system and a system or equipment containing contaminants.
4. Unprotected direct or indirect connection between the public water system and an auxiliary water system.

For condition 1, the Shasta Community Services District will terminate service to a water user's premises after proper notification has been sent. If no action is taken within the allowed time period, water service shall be terminated.

For conditions 2, 3, or 4, the Shasta Community Services District shall take the following steps:

1. Make reasonable effort to advise the water user of intent to terminate water service;
2. Terminate water service and lock service valve. The water service shall remain inactive until correction of violations has been approved by the Shasta Community Services District.

PASSED, APPROVED, AND ADOPTED this 20th day of May 2025 by the following vote: Board Members – Valerie Coon, David Cross, Jo Ann Vayo, Randall Smith and Chris Hunter.

AYES: 5 Valerie Coon, Dave Cross, Randy Smith, Jo Ann Vayo, Chris Hunter

NOES: 0

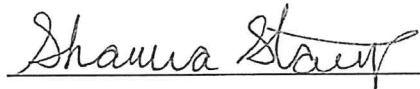
ABSTAINS: 0

ABSENT: 0



Board President

Shasta Community Services District



Secretary to the Board

Shasta Community Services District

Date:

5/20/2025

Date:

5/20/2025

Shasta Community Services District Workplace Violence Prevention Plan

October 21, 2025

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- A. Workplace Violent Incident Log
- B. Workplace Violence Prevention Hazard Assessment & Correction Form
- C. Workplace Violence Emergency Response Scenarios & Procedures
 - Workplace Violence Act or Threats
 - Active Shooter
 - Bomb Threat
 - Civil Unrest
 - Medical Emergencies
 - Suspicious Package

Policy

Shasta Community Services District is committed to providing a work environment that is free of disruptive, threatening, or violent behavior involving any employee, appointed or elected official, volunteer, contractor, client, or visitor. Our policy is to establish, implement, and maintain an effective Workplace Violence Prevention Plan (Plan) that addresses the hazards known to be associated with four types of workplace violence as defined by Labor Code Section 6401.9. Our written Plan is located at 11570 School Street, Redding, CA, 96001.

Definitions

Emergency: Unanticipated circumstances that can be life-threatening or pose a risk of significant injuries to employees or other persons.

Engineering Controls: An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.

Log: The violent incident log required (Appendix A).

Plan: The Workplace Violence Prevention Plan.

Serious Injury or Illness: Any injury or illness occurring in a place of employment or in connection with any employment that requires inpatient hospitalization for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway, unless the accident occurred in a construction zone.

Threat of Violence: Any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct, that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.

Work Practice Controls: Procedures and rules that are used to effectively reduce workplace violence hazards.

Workplace Violence: Any act of violence or threat of violence that occurs in a place of employment. Includes, but is not limited to the following:

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.
- An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.

- The following four workplace violence types:
 - **Type 1 violence** - Workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.
 - **Type 2 violence** - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
 - **Type 3 violence** - Workplace violence against an employee by a present or former employee, supervisor, or manager.
 - **Type 4 violence** - Workplace violence committed in the workplace by a person who does not work there but has or is known to have had a personal relationship with an employee.
 - Workplace violence does not include lawful acts of self-defense or defense of others.

Responsibility and Authority

Workplace Violence Prevention Plan Administrator

The District's General Manager is the designated Workplace Violence Plan Administrator and has the authority and responsibility for developing, implementing, and maintaining this Plan.

General Manager

Responsibilities include:

- Implementing the Plan in their respective work areas.
- Providing input to the Administrator regarding the Plan.
- Participating in investigations of workplace violence reports.
- Answering employee questions concerning this Plan.

Employees

Responsibilities include:

- Complying with the Plan.
- Maintaining a violence-free work environment.
- Attending all training.
- Following all directives, policies, and procedures.
- Reporting suspicious persons in the area and alerting the proper authorities when necessary.

Employee Active Involvement

The District ensures the following policies and procedures to obtain the active involvement of

employees and authorized employee representatives in developing and implementing the Plan.

- Management will work with and allow employees and authorized employee representatives to participate in:
 - Identifying, evaluating, and determining corrective measures to prevent workplace violence. This includes, but is not limited to, periodic safety meetings with employees to discuss the identification of workplace violence-related concerns and hazards, and to evaluate the concerns to identify corrective action.
 - Designing and implementing training by encouraging employees to provide feedback and suggestions to help customize the training materials and sessions.
 - Reporting and potentially assisting in the investigation of workplace violence incidents.
- Management will ensure that all workplace violence policies and procedures within this Plan are clearly communicated and understood by all employees. Managers will enforce the rules fairly and uniformly.
- All employees will follow all directives, policies, and procedures, as outlined in this Plan, and assist in maintaining a safe work environment.
- The Plan shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

Compliance

The general manager is responsible for ensuring the Plan is clearly communicated and understood by all employees. The following techniques are used to ensure all employees understand and comply with the Plan:

- Informing all employees of the Plan during new employee safety orientation training and ongoing workplace violence prevention training.
- Providing comprehensive workplace violence prevention training to managers and supervisors concerning their roles and responsibilities for Plan implementation.
- Evaluating employees to ensure their compliance with the Plan, and recognizing employees who demonstrate safe work practices that promote the elements of the Plan.
- Disciplining employees for failure to comply with the Plan in accordance with the compliance requirements outlined in our District's Injury & Illness Prevention Program.

Communication

We recognize that open, two-way communication between our management, staff, and contractors, about workplace violence issues is essential to a safe and productive workplace. The following communication system is designed to facilitate a continuous flow of workplace violence prevention information between management and staff in a form that is readily

understandable by all employees, and consists of the following:

- New employee orientation includes workplace violence prevention policies and procedures.
- Workplace violence prevention training, at least annually.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards.
- Effective communication between employees and supervisors about workplace violence prevention and concerns.
- Posted or distributed workplace violence prevention information.
- Encouraging employees to inform their supervisors about any threats of violence or workplace violence. Employees may use the Workplace Violent Incident Log (Appendix A) to assist in their reporting of incidents. No employee will be disciplined for reporting any threats of violence or workplace violence.
- Employees will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety. Employees' concerns will be investigated in a timely manner and they will be informed of the results of the investigation and any corrective actions to be taken.

Coordination with Contractors

The District will implement the following effective procedures to coordinate implementation of our Plan with other employers to ensure those employers and their employees understand their respective roles:

- All employees will be trained in workplace violence prevention.
- Workplace violence incidents involving any employee are reported, investigated, and recorded.
- At a multiemployer worksite, the District will ensure that if our employees experience a workplace violence incident, we will record the information in the Violent Incident Log and provide a copy to the controlling contractor.

Workplace Violence Incident Reporting Procedures

Employees should report all threats or acts of workplace violence to their supervisor or manager. The supervisor or manager will be required to inform the Board of Directors. In the event a supervisor or manager is not available, the employee can report an incident directly to the Board of Directors. A strict non-retaliation policy is in place. An anonymous reporting form will be available for employees to report to the general manager or Board of Directors.

Emergency Response Procedures

In the event of an actual or potential workplace violence emergency, the employee should determine the best immediate reporting option based on the situation and circumstances. The methods of reporting emergencies include, but are not limited to:

- Dialing 911.
- Immediately notifying the general manager, supervisor, Board of Directors.
- Call the Shasta County Sheriff Department

Upon being notified of a workplace violence emergency, the general manager or designated “person-in-charge” will determine if emergency procedures should be activated and if evacuation or shelter-in-place procedures should be implemented.

Refer to Appendix C for procedures on how to respond to specific workplace violence emergency scenarios.

Workplace Violence Hazard Assessment

A Workplace hazard assessment will be conducted by the general manager, and other selected employees, utilizing the Workplace Violence Prevention Hazard Assessment & Correction Form (Appendix B). An annual review of the past year’s workplace violence incidents will be conducted.

Inspections are performed according to the following schedule:

- When the Plan is first established.
- Annually.
- When new, previously unidentified workplace violence/security hazards are recognized.
- After each workplace violence incident or threats occur.

Workplace Violence Hazard Correction

Workplace violence hazards will be evaluated and corrected in a timely manner. The general manager will implement the following procedures to correct the identified workplace violence hazards:

- If an imminent workplace violence hazard exists that cannot be immediately abated without endangering employee(s), all exposed employee(s) will be removed from the situation except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition will be provided with the necessary protection, depending on the exposure.
- All corrective actions taken will be documented and dated on the appropriate forms. Such as the Workplace Violence Hazard Assessment and Correction form (Appendix C), or other tracking measures.

Post Incident Response and Investigation

After a workplace incident, the general manager or their designee will implement the following post-incident procedures:

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Complete the Violent Incident log (see Appendix A) for every workplace violence incident and ensure corrective actions are taken.
- Obtain any reports completed by law enforcement.

Training & Instruction

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices.

Training will occur:

- When the Plan is first established.
- When hired.
- Annually to ensure all employees understand and comply with the Plan.
- When a new or previously unrecognized workplace violence hazard has been identified.

Employee training on workplace violence will include:

- A review of the Plan, how to obtain a copy of the Plan, and how to participate in the development and implementation of the Plan.
- How to report workplace violence incidents or concerns to the District or law enforcement, without fear of reprisal.
- Workplace violence risks that employees may encounter in their jobs.
- How to recognize the potential for violence and escalating behavior.
- General and personal safety measures.
- Strategies to de-escalate behaviors and to avoid physical harm.
- The District's alerts, alarms, or systems that are in place to warn of emergencies.
- Information about the Violent Incident Log and how to obtain copies of records pertaining

to completed logs, hazard identification, evaluation and correction, and training records.

Employees will always have opportunities for interactive questions and answers with the Administrator or a person knowledgeable about the District's Plan.

Recordkeeping

Records of violent incidents (Violent Incident Log), workplace violence hazard identification, evaluation and correction, and incident investigations will be maintained for 5 years. No records shall contain medical information.

Training for each employee, including the employee's name, training dates, contents or a summary of the training sessions, and names of persons conducting the training, will be maintained for a minimum of 3 years

Cal/OSHA Reporting of Work Related Fatalities and Serious Injuries

The District will immediately, but no later than 8 hours after awareness, report to Cal/OSHA any work-related death or serious injury or illness, including any due to workplace violence, of an employee occurring at the workplace or in connection with any employment at (833) 579-0927.

A serious injury or illness (CCR330) is defined as:

- Any inpatient hospitalization for more than observation
- Amputation
- Loss of an eye
- Serious degree of permanent disfigurement.

It does not include any injury or illness or death caused by an accident on a public street or highway unless the accident occurred in a construction zone.

Annual Review

The District's Workplace Violence Prevention Plan will be reviewed for effectiveness:

- At least annually.
- When a deficiency is observed or become apparent.
- After a workplace violence incident.
- As needed.

Review of the Plan will include measures outlined in the Employee Active Involvement section as well as the following:

- A review of the incident investigations and violent incident log.
- Assessment of the effectiveness of security systems, including alarms, emergency response, and available security personnel, if applicable.

- Review if violence risks are being properly identified, evaluated, and corrected.
- Any revisions should be made promptly and communicated to all employees.

Appendix A

WORKPLACE VIOLENT INCIDENT LOG

This form must be completed for every record of violence in the workplace.

Incident ID #*:	Date and Time of Incident:	Department:
-----------------	----------------------------	-------------

* Do not identify employee by name, employee #, or SSI. The Incident ID must not reflect the employee's identity.

Describe Incident (provide detailed description and information on the violence incident type. Include additional pages if needed):

--

Specific Location(s) of Incident & Workplace Violence Type (see definitions, enter 1, 2, 3 or 4)

	☐ 1	☐ 2	☐ 3	☐ 4
	☐ 1	☐ 2	☐ 3	☐ 4

Where Incident Occurred:

☐ Workplace	☐ Parking lot	☐ Outside of Building	☐ Outside of workplace
------------------------------------	--------------------------------------	--	---

Type of Incident (check as many apply):

☐ Robbery	☐ Grabbed	☐ Pushed
☐ Verbal threat/harassment	☐ Kicked	☐ Scratched
☐ Sexual threat/harassment/assault	☐ Hit with an object	☐ Bitten
☐ Animal attack	☐ Shot (or attempted)	☐ Slapped
☐ Threat of physical force	☐ Bomb threat	☐ Hit with fist
☐ Threat of use of weapon or object	☐ Vandalism (of victim's property)	☐ Knifed (or attempted)
☐ Assault with a weapon or object	☐ Vandalism (of employer's property)	☐ Arson
☐ Robbery	☐ Other:	

Workplace violence committed by:

☐ Family or friend	☐ Client	☐ Coworker
☐ Partner/Spouse	☐ Family or friend of client	☐ Manager/Supervisor
☐ Former Partner/Spouse	☐ Customer	☐ Stranger w/criminal intent
☐ Parent/Relative	☐ Family or friend of customer	☐ Other:

Circumstances at time of incident:

☐ Employee performing normal duties	☐ Working in poor lighting	☐ Employee rushed
☐ Employee isolated or alone	☐ Unable to get help or assistance	☐ Working during low staffing levels
☐ Working in a community setting	☐ Working in unfamiliar/new location	☐ Other:

Consequences of incident:

Law enforcement/Security called? ☐ Yes ☐ No. If yes, explain:
Were actions taken to protect employees from continuing threat or other hazards? ☐ Yes ☐ No. If yes, explain:
Any injuries? ☐ Yes ☐ No. If yes, explain:
Emergency medical responders contacted, including on-site First Aid/CPR? ☐ Yes ☐ No. If yes, explain:
Did severity of injuries require reporting to Cal/OSHA? ☐ Yes ☐ No. If yes, enter date, time, and representative contacted:

Completed by:

Name:	Title:
Date:	Signature

Appendix B

WORKPLACE VIOLENCE PREVENTION HAZARD ASSESSMENT & CORRECTION FORM

Assessed by: Chris Koeper	Title: General Manager
---------------------------	------------------------

This checklist is designed to evaluate the workplace and job tasks to help identify situations that may place employees at risk of workplace violence.

Step 1: Identify risk factors that may increase the District's vulnerability to workplace violence events.

Step 2: Conduct a workplace assessment to identify physical and process vulnerabilities.

Step 3: Develop a corrective action Plan with measurable goals and target dates.

STEP 1: IDENTIFY RISK FACTORS

Yes	No	Risk Factors	Comments:
X		Does staff have contact with the public?	We have contact with the public both in the district office and out in the Field.
X		Does staff exchange money with the public?	We receive payments in the district office.
X		Does staff work alone?	Staff does sometimes work alone both in the district office.
X		Is the workplace often understaffed?	The workplace is sometimes understaffed. The workload is not consistent. Emergencies and other unforeseen circumstances play a big factor in this.
	X	Is the workplace located in an area with a high crime rate?	
	X	Does staff enter areas with high crime rates?	
X		Does staff have mobile workplaces?	Operators generally are required to travel around the district in order to complete job duties.
	X	Does staff perform public safety functions that might put them in conflict with others?	
X		Does staff perform duties that may upset people?	Occasionally staff shuts off water to customers for non payment. Water to customers also can to be shut off due to emergencies.
	X	Does staff work with people known or suspected to have a history of violence?	
	X	Do any employees have a history of threats of violence?	

STEP 2: CONDUCT ASSESSMENT

Yes	No	Building Interior	Comments:
	X	Are employee ID badges required?	Employees do have shirts and sweaters that identify them as District employees.
X		Are employees notified of past workplace violence events?	The staff is notified of workplace violence events.
	X	Are trained security personnel or staff accessible to employees?	
X		Are bullet resistant windows or similar barriers used when money is exchanged with the public?	We do have a barrier when money is exchanged with the public. Access beyond the district lobby is restricted by locking doors. The front counter also has a barrier when exchanging money with The public.
X		Are areas where money is exchanged visible to others?	Cash being exchanged is visible to the lobby through a plexiglass Barrier.
	X	Is a limited amount of cash kept on hand with appropriate signage?	
X		Could someone hear an employee who called for help?	This is not always the case as employees occasionally work alone.
X		Do employees have a clear line of sight of visitors in waiting areas?	
X		Do areas used for client or visitor interviews allow co-employees to observe problems?	
X		Are waiting and work areas free of objects that could be used as weapons?	
X		Is furniture in waiting and work areas arranged to prevent employee entrapment?	
X		Are clients and visitors clearly informed how to use the department services so they will not become frustrated?	
	X	Are private, locked restrooms available for employees?	Restrooms are located behind doors that lock to the public but do not keep other employees out.
X		Do employees have a secure place to store personal belonging?	

Yes	No	Building Exterior/Parking Lot	Comments:
X		Do employees feel safe walking to and from the workplace?	
X		Are the entrances to the building clearly visible from the street?	
X		Is the area surrounding the building free of bushes or other hiding places?	
	X	Are security personnel provided outside the building?	There are barriers between the public and staff.
X		Is video surveillance provided outside the building?	
X		Is there enough lighting to see clearly?	
	X	Are all exterior walkways visible to security personnel?	All walkways are visible but we don't have security personnel.
X		Is there a nearby parking lot reserved for staff?	
	X	Is the parking lot attended and secure?	
X		Is the parking lot free of blind spots and landscape trimmed to prevent hiding?	
X		Is there enough lighting to see clearly?	
X		Are security escorts available?	

Yes	No	Security Measures	Comments:
		Is there a response Plan for workplace violence emergencies?	
X		Are there physical barriers? (between staff and clients)	Staff is behind locked doors. There is also a barrier between the lobby and clients.
X		Are there security cameras?	
	X	Are there panic buttons?	
X		Are there alarm systems?	
	X	Are there metal detectors?	
	X	Are there X-ray machines?	
X		Do doors lock?	
X		Does internal telephone system activate emergency assistance?	
	X	Are telephones with an outside line programed for 911?	It would be faster to dial 911.
X		Are there two-way radios, pagers, or cell phones?	All employees have cell phones
	X	Are there security mirrors?	
X		Is there a secured entry?	
	X	Are there personal alarm devices?	
X		Are there "drop safes" to limit available cash?	
	X	Are pharmaceuticals secured?	We do not have pharmaceuticals.
X		Is there a system to alert staff of the presence, location, and nature of a security threat?	We use cell phones.

STEP 3: DEVELOP CORRECTIVE ACTION PLAN

(Action Plan Types: *BI* – Building Interior, *BE* – Building Exterior, *PA* – Parking Area, *SM* – Security Measure)

Type	Action Item	Person(s) Responsible	Target Date	Status	Comments

WORKPLACE VIOLENCE EMERGENCY RESPONSE SCENARIOS & PROCEDURES

WORKPLACE VIOLENCE ACTS OR THREATS

Workplace violence is any act or threat of violence that occurs at the workplace. These incidents can include acts or threats of physical violence, intimidation, or harassment. Verbal abuse, physical assault, and homicide are all examples of workplace violence. We have zero tolerance toward all forms of violence.

FOUR TYPES OF WORKPLACE VIOLENCE

- **Type 1 violence** - Workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.
- **Type 2 violence** - Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors.
- **Type 3 violence** - Workplace violence against an employee by a present or former employee, supervisor, or manager.
- **Type 4 violence** - Workplace violence committed in the workplace by a person who does not work there but has or is known to have had a personal relationship with an employee.

Workplace violence does not include lawful acts of self-defense or defense of others.

EMPLOYEE WARNING SIGNS

Often, warning signs are observed in employees, customers, and others who may behave violently on a work site. These behaviors may include:

- Intimidation.
- Rude behavior toward fellow employees.
- Frequent arguments with co-workers or clients.
- General aggressive behavior like hitting or kicking objects, breaking things, or screaming.
- Acts of revenge like stealing or property damage.
- Verbal wishes to harm other workers.

While there is no perfect way to predict violence will occur, any combination of these behaviors may be a signal. Employees are encouraged to report these actions to the General Manager to prevent further escalation of any type of violent situation.

WARNING SIGNS FROM CUSTOMERS

- The person is not satisfied with any solutions you offer.
- Unreasonably agitated.
- Physical posturing (clenched fists).

If the verbal confrontation starts to escalate, remain calm, courteous, and stay neutral. Let them know you are contacting a manager to further assist them. Trust your intuition to determine if help is needed.

WHEN HELP IS NEEDED

- Continue to try and help the person by listening and providing feedback until law enforcement has arrived.
- If at any time you believe you are potentially in physical danger, yell for Help!
- If you are being assaulted:
 - Yell for help.
 - Look for a way to escape.
 - Act with aggression.

PERSONAL SAFETY

- When leaving the building:
 - Be alert to your surroundings and look around the area outside before exiting the building. Do not use or look at your phone.
 - Attackers expect passive victims, so walk with a steady pace, appear purposeful, and project confidence.
- While in your vehicle:
 - Have your keys in your hand as you approach your vehicle so that you do not have to search for them.
 - Before entering your vehicle quickly check the back seat and around the vehicle for anything unusual.
 - Always lock your car doors as soon as you enter the vehicle.

ACTIVE SHOOTER

The three most common response options for an active shooter event are evacuate, hide out, or take action. During an active shooter event, employees need to be able to determine their best course of action for the situation they are facing.

CHARACTERISTICS OF AN ACTIVE SHOOTER SITUATION

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated areas, typically through the use of firearms. Victims are typically selected at random. The event is unpredictable and evolves quickly. Law enforcement is usually required to end an active shooter situation.

HOW TO RESPOND

- 1. EVACUATE**
 - Have an escape route in mind.
 - Leave immediately.
 - Keep hands visible.
- 2. HIDE OUT**
 - Hide in an area out of the shooter's view.
 - Block the entry to your hiding place and lock doors, if possible.
 - Silence your cell phone.
- 3. TAKE ACTION**
 - Last resort when your life is in imminent danger.
 - Attempt to incapacitate the shooter.
 - Act with physical aggression and throw items at shooter.
 - Have an escape route in mind.

CALL 911 WHEN IT IS SAFE TO DO SO

When law enforcement arrives remain calm and follow all instructions.

- Put down any items in your hands (i.e., bags, jackets).
- Raise hands and spread fingers.
- Always keep your hands visible.
- Avoid quick movements toward officers.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating.

Information to provide law enforcement when asked:

- Location of the active shooter.
- Number of shooters.
- Physical description of shooters.
- Type of weapons if known.

Training resource:

- [Department of Homeland Security](#)
- [DHS Active Shooter Preparedness Video](#)

BOMB THREAT

Most bomb threats are false and primarily intended to elicit a response from building occupants. However, no bomb threat should be assumed fake. If a potentially harmful device is found, call 911 for assistance.

PHONE THREAT

- Remain calm.
- Immediately use the Bomb Threat Checklist for guidance and to document the call.
- After the caller has ended the call, notify the Administrator.
- If the threat was left on your voicemail, do not erase and immediately notify the General Manager.

WRITTEN THREAT

- Handle the document as little as possible and immediately notify the Administrator.
- If the threat should come via e-mail, save the information.

POSSIBLE EVACUATION

- The Administrator will call law enforcement and follow their instructions.
- The decision to evacuate is handled on a case-by-case basis on instructions given by law enforcement.

BOMB THREAT CHECKLIST

REMAIN CALM	
Time call received:	Time call ended:
Document any information from the phone display window:	
Engage caller as long as possible and document their words:	
Attempt to obtain information about the device:	
When will the device detonate or activate?	
Where is the device located?	
What kind of device is it?	
What does the device look like?	
Voice Description	
☐ Male	☐ Young
☐ Female	☐ Adult
	☐ Senior
☐ Calm	Accent? ☐ Yes ☐ No
☐ Nervous	Describe:
Did you recognize the voice? Who?	
Did caller have knowledge of building?	
Unusual phrases:	
Any background noise or distinctive sounds?	
Name of person received call	

CIVIL UNREST

Civil unrest events are often associated with riots, looting, or protests. In these instances, sheltering-in-place is an action taken to protect the building occupants from external hazards, minimizing the chance of injury and/or providing the time necessary to allow for a safe evacuation.

SHELTER IN PLACE

If there is a need to shelter-in-place the Administrator or person-in-charge will advise employees and guests of the emergency. Please note employees and guests cannot be forced to shelter-in-place.

- The person-in-charge will collect the names of everyone in the shelter area.
- If possible, the business voicemail recording will be updated to indicate the building is closed due to the emergency.
- If the civil unrest includes hazardous chemicals, the HVAC systems may be shut off.
- If in danger of broken glass, window shades will be closed.
- Emergency supplies will be moved to the shelter area.
- The District will listen/read available mediums (radio, internet) for further instructions until we are told all is safe or to evacuate.

MEDICAL EMERGENCY

CPR/AED

NON-Trained Responder:

- Call 911 and designate a person to direct EMS personnel as they arrive.
- Do not move person unless absolutely necessary.

Trained and Certified CPR Responder Only:

- Designate someone to call 911 and direct EMS when they arrive.
- Check the person for responsiveness.
- Conduct a primary assessment (breathing) while checking responsiveness.
- Initiate CPR and/or AED if necessary.

FIRST AID ONLY

Non-Trained First Aid Responder:

- Call 911 and designate a person to direct EMS as they arrive.
- Do not move person unless absolutely necessary.
- Use universal precautions, such as disposable gloves, face mask if comforting person while waiting.

Trained First Aid Responder Only:

- Designate someone to call 911 (if necessary) and direct EMS as they arrive.
- Do not move the person unless absolutely necessary.
- Use universal precautions, such as disposable gloves, face mask.
- Follow any directions provided by the 911 operator.
- Designate a person to direct EMS personnel as they arrive.
- Provide person information to the EMS personnel.

SUSPICIOUS PACKAGE

Explosives or other life-threatening items can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender. However, suspicious packages have exhibited some unique characteristics that might assist you. To apply these factors, it is important to know the type of mail normally received.

CHARACTERISTICS TO LOOK FOR IN A SUSPICIOUS PACKAGE OR LETTER

- Restricted endorsements such as "personal" or "private." This is important when the addressee does not normally receive personal mail at the office.
- The addressee's name and/ title might be inaccurate.
- Distorted handwriting, or the name and address might be prepared with homemade labels or cut-and-paste lettering.
- Protruding wires, aluminum foil or oil stains visible.
- Emit a peculiar odor.
- Envelope might feel rigid or appear uneven or lopsided.
- Unprofessionally wrapped with several combinations of tape. Might be endorsed "Fragile-Handle With Care" or "Rush-Do Not Delay."
- Making a buzzing or ticking noise or sloshing sound.

IF YOU SUSPECT A SUSPICIOUS PACKAGE OR LETTER

- Do not take a chance. Immediately call 911.
- Do not move, alter, open, examine, or disturb the article.
- Do not put in water or a confined space such as a desk drawer or filing cabinet.
- Isolate the suspicious package or article and clear the immediate area until law enforcement arrives.

Passed and adopted by the Shasta Community Services District at a regular meeting thereof held on October 21st, 2025, by the following vote:

AYES:

NOES:

ABSTAINS:

ABSENT:

ATTEST:

Secretary to the Board
Shawna Staup

Board President
Valerie Coon

Electrical 1- Highland Circle

Total Customers	Using Water	Not Using Water	Monthly Fee	Monthly Total	Average PG&E bill	Difference
21	12	9	\$ 18.97	\$ 227.64	\$ 197.85	\$ 29.79

Electrical 2 - Upper Brunswick

Total Customers	Using Water	Not Using Water	Monthly Fee	Monthly Total	Average PG&E bill	Difference
3	1	2	32.05	\$ 32.05	\$ 100.40	\$ (68.35)

Electrical 3 - Brunswick

Total Customers	Using Water	Not Using Water	Monthly Fee	Monthly Total	Average PG&E bill	Difference
30	22	8	14.00	\$ 308.00	\$ 518.02	\$ (210.02)

Electrical 4 - Record Heights

Total Customers	Using Water	Not Using Water	Monthly Fee	Monthly Total	Average PG&E bill	Difference
10	10	0	32.59	\$ 325.90	\$ 371.80	\$ (45.90)

SHASTA COMMUNITY SERVICES DISTRICT
PO BOX 2520
SHASTA, CA 96087
(530) 241-6264

PLEASE REMIT THIS STUB
WITH PAYMENT

AMOUNT
DUE

DUE DATE	ACCT NUMBER
10/26/2025	
BY DUE DATE	AFTER DUE DATE
\$609.32	\$639.79

SERVICE
ADDRESS >

KEEP THIS PORTION FOR YOUR RECORDS

SHASTA COMMUNITY SERVICES DISTRICT
PO BOX 2520
SHASTA, CA 96087
(530) 241-6264

ACCOUNT NUMBER		BILLING DATE	
		09/30/2025	
CURRENT	PREVIOUS	USAGE	
-	-	-	
509964.00	489894.00	20070.00	
FROM		TO	
08/25/2025		09/25/2025	

SERVICE ADDRESS	DUE DATE
	10/26/2025
DESCRIPTION	AMOUNT DUE

Prior Balance \$0.00
Backflow Maintenance Flat \$3.75
Electrical Flat \$32.59
Water Metered \$572.98

Misc Charges \$0.00
\$0.00
\$0.00

Balance Due \$609.32

To pay your bill online, go to
www.shastacsd.org

BY DUE DATE	AFTER DUE DATE
\$609.32	\$639.79

AMOUNT
DUE

Account:

Failure to pay the previous balance by its due date will result in additional fees and possible disconnection.

Delinquent payments 60 days past due will make your water account subject to disconnection of service. If you cannot pay the amount due before disconnection of service, you may come to the office at 11570 School St. to start a payment plan to avoid service interruption.

Office hours are Monday-Friday 8:00 am to 4:30 pm
Closed from 12:00 pm - 1:00 pm

WATER IS PRECIOUS. PLEASE USE IT WISELY

Example
Bill with electrical
Charge

Employee Handbook

Shasta Community Services District

Revised June, 2021

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