

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

1. Call to Order

2. Pledge of Allegiance

3. Approve Agenda pgs 1-2

4. Closed Session:

Closed the open session:

Open the closed session:

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

Public Employee Evaluation"

Closed the closed session:

Open the open session:

Report on closed session:

5. Public Comment Period

This time is set aside for members of the public to address the District on matters not on the agenda and 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.

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 items unless good cause is shown before the Board votes on the motion to adopt.

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

6-1 SCSD Financial Report pg 3

6-2 SCSD Monthly Bank Transactions pgs 4-5

6-3 SCSD Budget vs Actual pgs 6-9

6-4 August 19th, 2025, meeting minutes pgs 10-13

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

7. Correspondence:

8. General Business:

8-1 General Manager Report pg 14

9. Old Business:

9-1 Review and possible revision of Shasta CSD
cell phone/driving policy pgs 15-22

Discussion/Possible Action

9-2 Shasta CSD Workplace Security Policy pgs 23-46

Discussion/Possible Action

10. New Business:

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

Discussion/Possible Action

11. 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.

11-1 Board Members:

11-2 Staff Members:

12. 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

	Tri Counties Bank		Umpqua
	935	970	839
	General	Money Mult.	State Reimb.
<i>Beginning Cash</i>	\$ 53,771.60	\$ 1,784,839.69	\$ 60,515.04
Voided Checks - Prior Period			
Reconciling Adjustments			
<i>Revenue</i>			
Customer Payments	43,510.13	76,360.91	
Bad Debt Recovery			
Hydrant Water Sales			
Property Tax Disbursements	4.41		
Capacity Expansion Fee			
Grants			
Scrap Metal			
Asset Disposal			
Vendor Refunds			
Interest		4,335.29	0.52
<i>Total Revenue</i>	\$ 43,514.54	\$ 80,696.20	\$ 0.52
<i>Transfers</i>			
Transfers In	60,000.00		
Transfers Out		(60,000.00)	
<i>Total Transfers</i>	\$ 60,000.00	\$ (60,000.00)	\$ -
<i>Disbursements</i>			
Bills Paid	(34,061.15)		
Payroll	(37,552.45)		
Revolving Fund Loan Payment			
USDA Loan Payment			
Customer NSF Returns		110.00	
Bank Fees	(96.64)	10.00	
<i>Total Disbursements</i>	\$ (71,710.24)	\$ 120.00	\$ -
<i>Ending Cash</i>	\$ 85,575.90	\$ 1,805,655.89	\$ 60,515.56

Shasta Water Department
BANK TRANSACTIONS
8/1/2025 - 8/31/2025

Type	Date	Num	Name	Memo	Debit	Credit	Balance
13110 - Tric General Fund 935							
Bill Pmt-Check	08/01/2025	EFT	Humana	August 2025 employee vision/dental		859.18	53,771.60
Bill Pmt-Check	08/01/2025	EFT	Western Growers Assurance Trust	August 2025 employee health insurance inv # 2507235287		6,630.15	52,912.42
Bill Pmt-Check	08/01/2025	EFT	California State Disbursement Unit	Employee Garnishment		349.00	46,282.27
Bill Pmt-Check	08/01/2025	17149	Vehicle Registration Collections	Act # 17Y952820241, withheld 8/1/2025		223.00	45,933.27
Transfer	08/01/2025			Funds Transfer	30,000.00		45,710.27
Bill Pmt-Check	08/01/2025	EFT	Elan Cardmember Services	work boots, 5 gal water cooler, 3 water tumblers, answering servi...		809.26	75,710.27
Bill Pmt-Check	08/01/2025	17150	Wells Fargo Bank, N.A.	August 2025 copier lease inv 5035258910		74,901.01	74,901.01
Bill Pmt-Check	08/01/2025	17151	Computer Logistics Corporation	scada workstation install & configuration		116.20	74,784.81
Deposit	08/02/2025			Batch # 142 CC	677.20	371.25	74,413.56
Deposit	08/03/2025			Batch # 145 CC	686.67		75,090.76
Bill Pmt-Check	08/04/2025	EFT	TASC (Optilife)	Employee Supplemental Insurance August 2025		607.00	75,777.43
Bill Pmt-Check	08/04/2025	EFT	AT&T	July 2025 office internet		107.00	75,170.43
Bill Pmt-Check	08/04/2025	EFT	Quadient Leasing USA, Inc.	Mail sorter lease Aug 2025 - Nov 2025		1,964.62	75,063.43
Bill Pmt-Check	08/04/2025	17152	SCP	chem chlor		95.32	73,098.81
Deposit	08/04/2025			Batch # 146 CC	201.53		73,003.49
Paycheck	08/05/2025	17145	Hunt, Joshua E	pay period 7/16/2025 - 7/31/2025		2,617.55	73,205.02
Paycheck	08/05/2025	17146	Koeper, Chris D	pay period 7/16/2025 - 7/31/2025		4,190.23	70,587.47
Paycheck	08/05/2025	17147	Staup, Shawna P	pay period 7/16/2025 - 7/31/2025		2,462.08	66,397.24
Paycheck	08/05/2025	17148	Steele, Justin B.	pay period 7/16/2025 - 7/31/2025		3,124.64	63,935.16
Liability Check	08/05/2025		QuickBooks Payroll Service	Created by Payroll Service & payroll taxes on 08/01/2025		6,764.85	60,810.52
Bill Pmt-Check	08/05/2025	17152	California Public Employee's Retirement	July 2025		5,506.47	54,045.67
Bill Pmt-Check	08/05/2025	17153	Ed Staub & Sons	Fuel July 2025 2nd half		48,539.20	47,861.45
Deposit	08/05/2025			Batch # 147 CC	878.48		48,739.93
Bill Pmt-Check	08/06/2025	17154	California Rural Water Association	annual membership 9/2025 - 9/2026		782.00	47,957.93
Bill Pmt-Check	08/06/2025	17155	US Bureau of Reclamation	July 2025 Adjustment		3,666.70	44,291.23
Bill Pmt-Check	08/06/2025	17156	PG&E	July 2025 office & pumps electrical		3,580.50	40,710.73
Bill Pmt-Check	08/06/2025	17157	Charles Schwab & Co.	August 2025		375.00	40,335.73
Bill Pmt-Check	08/06/2025	EFT	AT&T Mobility	August 2025 office phone		27.89	40,307.84
Bill Pmt-Check	08/06/2025	17159	verizon	July 2025 office cell phones & scada data filter plant		178.11	40,129.73
Deposit	08/06/2025			Batch # 148 CC	1,589.99		41,719.72
Deposit	08/07/2025			Batch # 149 CC	1,171.52		42,891.24
Deposit	08/08/2025			Batch # 150 CC	1,622.92		44,514.16
Deposit	08/09/2025			Batch # 151 CC	618.75		45,132.91
Deposit	08/10/2025			Batch # 155 CC	96.44		45,229.35
Bill Pmt-Check	08/11/2025	17160	Carrel's Office Machines	July 2025 copier fees		73.27	45,156.08
Bill Pmt-Check	08/11/2025	17161	Waste Management	August 2025 office trash		56.99	45,099.09
Bill Pmt-Check	08/11/2025	17162	Hue & Cry, Inc.	September 2025 fire & burglary alarm monitoring		178.00	44,921.09
Bill Pmt-Check	08/11/2025	17163	Downey Brand	June 2025 costs for WIIN lawsuit		74.47	44,846.62
Deposit	08/11/2025			Batch # 156 CC	453.59		45,300.21
Deposit	08/12/2025			Batch # 157 CC	661.21		45,961.42
Check	08/12/2025			Service Charge		96.64	45,864.78
Bill Pmt-Check	08/13/2025	17164	Amazing Amy's Cleaning	August 2025 office cleaning		275.00	45,589.78
Deposit	08/13/2025			Batch # 158 CC	505.06		46,094.84
Deposit	08/14/2025			Batch # 159 CC	653.32		46,748.16
Bill Pmt-Check	08/15/2025	EFT	California State Disbursement Unit	Employee Garnishment		349.00	46,399.16
Deposit	08/15/2025			AU073125A property taxes			46,403.57
Deposit	08/15/2025			Batch # 160 CC	4.41		46,791.93
Deposit	08/17/2025			Batch # 161 CC	158.08		46,950.01
Bill Pmt-Check	08/17/2025		State Water Resource Control Board-D...	operator # 38672 D2 renewal		60.00	46,890.01
Deposit	08/19/2025	17169		Batch # 164 CC	525.23		47,415.24
Paycheck	08/20/2025	17165	Hunt, Joshua E	pay period 8/1/2025 - 8/15/2025		2,692.37	44,722.87
Paycheck	08/20/2025	17166	Koeper, Chris D	pay period 8/1/2025 - 8/15/2025		4,190.24	40,532.63
Paycheck	08/20/2025	17167	Staup, Shawna P	pay period 8/1/2025 - 8/15/2025		2,369.58	38,163.05
Paycheck	08/20/2025	17168	Steele, Justin B.	pay period 8/1/2025 - 8/15/2025		2,797.35	35,365.70
Liability Check	08/20/2025		QuickBooks Payroll Service	Created by Payroll Service & payroll taxes on 08/15/2025		6,343.56	29,022.14

Shasta Water Department
BANK TRANSACTIONS
8/1/2025 - 8/31/2025

Type	Date	Num	Name	Memo	Debit	Credit	Balance
Deposit	08/20/2025			Batch # 165 CC	358.48		29,380.62
Bill Pmt -Check	08/21/2025	17170	CASSIDY'S AUTO LUBE	truck ur15 oil change		93.03	29,287.59
Bill Pmt -Check	08/21/2025	17171	Sunrise Excavating Inc.	rock creek road repair		3,500.00	25,787.59
Bill Pmt -Check	08/21/2025	17172	Ed Staub & Sons	fuel Aug 2025 1st half		265.33	25,522.26
Deposit	08/21/2025			Batch # 166 CC	901.98		26,424.24
Deposit	08/22/2025			Batch # 167 CC	741.84		27,166.08
Deposit	08/23/2025			Batch # 168 CC	492.30		27,658.38
Bill Pmt -Check	08/25/2025	EFT	TASC (Optilife)	hra admin fees - ins carrier reimbursement & claim card fee		171.48	27,486.90
Deposit	08/25/2025			Batch # 169 CC	66.82		27,553.72
Deposit	08/26/2025			Batch # 170 CC	3,996.28		31,550.00
Deposit	08/27/2025			Batch # 171 CC	894.07		32,444.07
Transfer	08/27/2025			Funds Transfer	30,000.00		62,444.07
Check	08/28/2025	17173	CUSTOMER REFUNDS	partial deposit refund for closed acct # 1652		129.30	62,314.77
Check	08/28/2025	17174	CUSTOMER REFUNDS	partial deposit refund for closed acct # 1563		22.16	62,292.61
Check	08/28/2025	17175	CUSTOMER REFUNDS	partial deposit refund for closed acct # 1584		10.39	62,282.22
Check	08/28/2025	17176	CUSTOMER REFUNDS	partial deposit refund for closed acct # 310		100.20	62,182.02
Bill Pmt -Check	08/28/2025	17177	Ace Payment Processing	utility knife, smart straw, cable ties, nipples, elbows, paper towel, ...		207.43	61,974.59
Bill Pmt -Check	08/28/2025	EFT	Quadient Finance USA, Inc	July 2025 postage		1,000.00	60,974.59
Deposit	08/28/2025			Batch # 173 CC	743.20		61,717.79
Bill Pmt -Check	08/29/2025	EFT	AT&T	August 2025 office internet		107.00	61,610.79
Bill Pmt -Check	08/29/2025	17182	Computer Logistics Corporation	IT services to set up company files on computer		123.75	61,487.04
Bill Pmt -Check	08/29/2025	17183	Christopher Hunter	August 2025		100.00	61,387.04
Bill Pmt -Check	08/29/2025	17184	David Cross	August 2025 board meeting & committee meeting		150.00	61,237.04
Bill Pmt -Check	08/29/2025	17185	Jo Ann Vayo	August 2025 board meeting & committee meeting		150.00	61,087.04
Bill Pmt -Check	08/29/2025	17186	Randall Smith	August 2025		100.00	60,987.04
Bill Pmt -Check	08/29/2025	17187	Valerie Coon	August 2025		100.00	60,887.04
Deposit	08/29/2025			Batch # 174 ACH	23,677.86		84,564.90
Deposit	08/30/2025			Batch # 175 CC	763.71		85,328.61
Deposit	08/31/2025			Batch # 176 CC	247.29		85,575.90
Total 13110 - TrnC General Fund 935					103,776.59	71,972.29	85,575.90
TOTAL					103,776.59	71,972.29	85,575.90

Shasta Community Services District

Profit & Loss Budget vs. Actual

July through August 2025

	Jul - Aug 25	Budget	\$ Over Budget
Ordinary Income/Expense			
Income			
41000 · Water Sales			
41100 · Water Sales - Res. & Comm.	233,498.95	1,107,500.00	-874,001.05
41150 · Hydrant Water Sales	0.00	500.00	-500.00
41200 · Water Sales/Pumping	1,579.24	9,500.00	-7,920.76
41800 · Late Fees	2,411.32	15,000.00	-12,588.68
42230 · Service Connection Fee/Meters	0.00	0.00	0.00
Total 41000 · Water Sales	237,489.51	1,132,500.00	-895,010.49
42000 · Special Service Fees	232.50	1,500.00	-1,267.50
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	8,563.23	55,000.00	-46,436.77
44500 · Umpqua Interest	1.03	10.00	-8.97
Total 44000 · Interest Revenue	8,564.26	55,010.00	-46,445.74
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	246,290.68	1,229,020.00	-982,729.32
Gross Profit	246,290.68	1,229,020.00	-982,729.32
Expense			
50500 · Bad Debt Expense	0.00	5,000.00	-5,000.00
51000 · Water Service Expenses			
51010 · Bureau of Reclamation	8,427.20	25,000.00	-16,572.80
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	9,581.40	31,300.00	-21,718.60
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	7,194.67	28,000.00	-20,805.33
51032 · W.T. Filter Plant PGE 254 #8	1,146.53	5,500.00	-4,353.47
51033 · W.T. Plant Repair/Maint.	0.00	8,500.00	-8,500.00
51034 · Backwash Sludge Disposal	0.00	5,500.00	-5,500.00
51035 · W.T. Security/Telephone	123.24	750.00	-626.76
Total 51030 · Water Treatment Expense	8,464.44	48,250.00	-39,785.56

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

	Jul - Aug 25	Budget	\$ Over Budget
51039 · Transmission/Distribution			
51040 · Transmission/Distribution-Gen	4,749.77	27,000.00	-22,250.23
51083 · Meters - New & Replacements	133.56	7,000.00	-6,866.44
51084 · Pump & Tank Level Telemetry	3,679.85	10,000.00	-6,320.15
Total 51039 · Transmission/Distribution	8,563.18	44,000.00	-35,436.82
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	942.93	6,000.00	-5,057.07
51093.2 · Gas & Oil - Backhoe	74.61	750.00	-675.39
51093.4 · Gas & Oil 2025 Toyota Truck #15	700.60	6,000.00	-5,299.40
51093.9 · Gas & Oil 2016 Ford 350 #12	120.09	1,500.00	-1,379.91
Total 51093 · Gas & Oil Expense	1,999.84	19,750.00	-17,750.16
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	23,063.00	141,234.00	-118,171.00
Total 55011 · Manager Salary	23,063.00	141,234.00	-118,171.00
55012 · Maintenance/Hourly			
55012.2 · Maintenance/Hourly	8,848.00	74,776.00	-65,928.00
55012.3 · Maintenance Hourly/Vacation	1,797.50		
55012.4 · Maintenance/Hourly/Sick	2,449.11		
55012.5 · Maintenance/Hourly/Holiday	287.60		
55012.6 · Maintenance/OT	1,985.80	10,000.00	-8,014.20
55012.7 · Maintenance 2 / Lead Operator	13,950.20	85,280.00	-71,329.80
Total 55012 · Maintenance/Hourly	29,318.21	170,056.00	-140,737.79
55013 · Office/Hourly			
55013.2 · Office Hourl/ Vacation	575.20		
55013.3 · Office/Hourly/Sick	804.51		
55013.4 · Office Hourly	10,928.74	74,776.00	-63,847.26
55013.5 · Office/Hourly/Holiday	287.60		
55013.6 · Office Hourly Overtime	231.76	1,500.00	-1,268.24

Shasta Community Services District

Profit & Loss Budget vs. Actual

July through August 2025

	Jul - Aug 25	Budget	\$ Over Budget
Total 55013 · Office/Hourly	12,827.81	76,276.00	-63,448.19
55014 · On Call Time	4,249.02	26,327.00	-22,077.98
55010 · Payroll Expenses - Other	341.60	1,850.00	-1,508.40
Total 55010 · Payroll Expenses	69,799.64	415,743.00	-345,943.36
55029 · Employee Benefits			
55030 · Employee Health/Life Insurance	16,500.49	100,000.00	-83,499.51
55035 · Retiree Health Insurance	750.00	4,500.00	-3,750.00
55040 · Workers Compensation Insurance	11,269.98	11,300.00	-30.02
55055 · CALPERS	11,079.14	65,000.00	-53,920.86
Total 55029 · Employee Benefits	39,599.61	180,800.00	-141,200.39
55060 · Payroll Tax Expense			
55062 · Employer Medicare Expense	1,007.13	6,000.00	-4,992.87
55063 · Employer Social Security Exp	4,306.41	25,500.00	-21,193.59
55070 · State Unemployment Insurance	0.00	1,736.00	-1,736.00
Total 55060 · Payroll Tax Expense	5,313.54	33,236.00	-27,922.46
55130 · Office Expense			
55110 · Answering Service Expense	364.00	2,136.00	-1,772.00
55121 · Office/Cellular Telephone	116.49	2,200.00	-2,083.51
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	269.78	1,500.00	-1,230.22
55133 · Office/Supplies	2,058.47	6,500.00	-4,441.53
55134 · Office/Postage	1,000.00	9,000.00	-8,000.00
55135 · Office/Equipment Expense	377.26	2,500.00	-2,122.74
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	748.98	5,000.00	-4,251.02
55141 · Office/Safety	0.00	500.00	-500.00
55142 · Employee Pre-emp. Physical	0.00	0.00	0.00
Total 55130 · Office Expense	7,279.66	41,972.00	-34,692.34
55140 · Advertising Expense	0.00	1,000.00	-1,000.00
55145 · Banking Fees	200.61	1,500.00	-1,299.39
55150 · Insurance - Liability & E&O	58,921.97	59,000.00	-78.03
55160 · Professional Services			
55162 · Legal Services	0.00	3,000.00	-3,000.00
55163 · Engineering Services	0.00	20,000.00	-20,000.00
55164 · Auditing Services	0.00	12,000.00	-12,000.00
55165 · Professional Services Misc.	123.75	15,000.00	-14,876.25
Total 55160 · Professional Services	123.75	50,000.00	-49,876.25
55170 · Directors Compensation	1,100.00	6,500.00	-5,400.00
55180 · Dues/Permit Fees	5,193.99	27,000.00	-21,806.01
55182 · maintenance contracts/support	0.00	1,200.00	-1,200.00
60000 · Interest	302.47	11,000.00	-10,697.53
Total Expense	220,724.55	1,007,701.00	-786,976.45

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

Net Ordinary Income

Jul - Aug 25	Budget	\$ Over Budget
25,566.13	221,319.00	-195,752.87

SHASTA COMMUNITY SERVICES DISTRICT
BOARD OF DIRECTORS' MEETING
6:00 pm Tuesday, August 19th, 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.

President Valerie Coon called the meeting to order at **6:00 PM**.

1. Pledge of Allegiance: Was led by President Valerie Coon.

2. Approve Agenda: Vice President Dave Cross motioned to approve the August 19, 2025, 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, 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.

President Valerie Coon stated that there was no public present; however, the board of directors can listen to each speaker but cannot comment on the issues, but can discuss putting them on a future agenda.

4. 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.

Initials_____ Initials_____

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

4-1 SCSD Financial Report

Vice President Dave Cross asked if the district had a special accounting number for the reserve account to ensure that the money we a putting into it is only used for big purchases. General Manager Chris Koeper stated that we could create an account, but he considers the money multiplier account as the district’s reserves. Director Chris Hunter asked what portion of the customer payments goes to reserves and what portion goes to normal operating expenses. General Manager Chris Koeper stated that at the end of each year, whatever our net income is goes to reserves. Secretary to the board Shawna Staup explained that all cash, checks, and money order payments are deposited into the money multiplier account, while credit card and ACH payments are deposited into the general fund. Then, funds are transferred from the reserves as needed. Director Chris Hunter said that he would assume we are taking in \$66,725 and \$18,564 in customer payments, and the operating expenses are the bills paid and payroll, so it is roughly \$15,700 that is going into the reserve, which includes the interest of \$4200. General Manager Chris Koeper stated that it depends on the time of the year as far as how much water customers use, and we pay our larger bills at the beginning of the fiscal year. Director Chris Hunter asked if, when the rate study was done, there was a target for how much reserves there should be. Vice President Dave Cross stated that when the rate study was done, there was no set amount, and the general idea was that they wanted the reserve to build up over time, so if something big did happen and we could not get a grant, we would not have to take out a large loan. General Manager Chris Koeper stated that this is part of the reason our rates are higher than they should be, because our rates were so low for so long that we had to take out loans for our filter plant and intertie pump station, so about \$20 of each bill goes to paying off loans. General Manager Chris Koeper stated that we did not have to pay the loan for the filter plant after the CARR Fire for 5 years, but it was extended for 10 years, but took the interest was taken away, which was 2.3%. Director Chris Hunter asked if there was a time when a new rate study would be done. Vice President Dave Cross stated that they are done every five years, and we are in the fifth year of our last rate study. He continued that, and our rates are pretty high right now, and he is hoping to find a way to not have a rate increase for as long as possible. The General Manager stated that another reason the rates are high is that we do not get as much property taxes as other districts. Director Jo Ann Vayo stated that we used to split the property tax with the fire department, but back in the 90s, the State was threatening to take it away if it was not used for public safety, so the board then opted to give it all to the fire department.

4-2 SCSD Monthly Bank Transactions

Director Chris Hunter asked what the Shasta LAFCO payment was for and who was part of it. The General Manager, Chris Koeper, stated that Shasta LAFCO does annexations and formations, and we are required to pay them, and that all the districts in Shasta County are part of Shasta LAFCO. Director Chris Hunter asked what the underground alert payment was for. The General, Chris Koeper, stated that it is for our annual fees that is based on the number of USA dig tickets we get. If someone is going to dig, we have to mark our lines, so they do not get hit.

Initials_____ Initials_____

4-3 SCSD Budget vs Actual

4-4 July 15th, 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.

5. Correspondence:

5-1 SDRMA letter Re: No Paid Worker's Compensation Claims in 2024-25

President Valerie Coon asked if the credits we receive equate to dollars and if those go into effect next calendar year or until our status changes. The General Manager, Chris Koeper, stated that we get discounts, and it is until our status changes.

6. General Business:

6-1 General Manager Report

- Water consumption for July 2025 was 61 acre-feet compared to 69 acre-feet in July 2024.
- The General Manager has been working on safety programs that will reduce our workers' compensation costs with SDRMA. The completed safety programs include:
 - Injury & illness prevention
 - Heat illness prevention
 - Fall protection
 - Hazard communication
 - Wildfire smoke
- The state got back to the General Manager regarding the cross-connection control policy, and there are some minor adjustments that we are making.
- We will be ordering a ground penetrating radar pipe locator, which will be much more accurate for locating. We recently received a USA dig ticket, and we marked our line, which ended up being a culvert when the customer dug. The second time, the customer dug and found the main line, but could not tap it because it was too close to the thrust block. Now, the customer is requesting that the district install the meter. After board discussion, it was the board's consensus for the General Manager to decide on which pipe locator to purchase and how to manage the customer's request.
- We are still having issues with gWorks billing software; we cannot get the reports we need, and we have had multiple customer complaints, along with many other issues. After board discussion, there was a board consensus to look for new billing software, with the suggestion to find out what other districts use and if they are happy with it.
- We still have not received the PRV reimbursement for \$105,000 from the County, so the General Manager called them, and the paperwork that they sent us was not enough; they wanted an invoice. This is the first grant that we have received through the County, and usually, the paperwork we fill out is the invoice. The General Manager has sent an invoice, so we should be getting reimbursed soon.

Initials _____ Initials _____

7. **Old Business:** None.

8. **New Business:**

8-1 Review and possible revision of Shasta CSD cell phone/driving policy

Director Jo Ann Vayo stated that the driving policy and prohibited cell use are on different pages of the employee handbook and suggested that a driver policy should be a single, standalone policy. Director Jo Ann Vayo recommended that a committee be appointed to review these policies and bring them back to the board next month. President Valerie Coon appointed Vice President Dave Cross and Director Jo Ann Vayo to the committee to review the vehicle, cell phone use, and workplace security policy. This item was tabled until the September 16, 2025, meeting.

8-2 Shasta CSD Workplace Security Policy

This item was tabled until the September 16, 2025, meeting, and the appointed policy committee will meet and bring back an updated policy.

9. **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.

9-1 **Board Members:** All board members will be at next month's meeting.

9-2 **Staff Members:** Secretary to the board said that she will be at next month's meeting but will be off on vacation for the first week of September.

10. **Adjourn:** 7:01 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 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

Board President

Secretary to the Board

General Manager Report

September 2025

- Water consumption for August: This Year – 60 Acre Feet
Last Year – 49 Acre Feet
- We received our ARPA grant reimbursement in the amount of \$104,585 for the new pressure reducing valves.
- I met with our cross connection specialist, Byron Gibbons, to plan for implementation of our cross connection program. I also sent the revised cross connection control plan to the state.
- A representative from Instrument Technology Corporation came out and gave us a demo on a ground penetrating radar pipe locator. The cost would be around \$18,000. He will be sending us an email quote.
- We had a demo with CUSI billing software. It is more expensive than G Works. The cost for CUSI is \$15,500 per year as compared to \$8,267 per year for G Works. There is a one time charge of \$13,000 to set 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.
- I have started on the preparation for our 2024 / 2025 audit.

Shasta Community Services District

Driver Policy

September 16, 2025

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Purpose and Scope

Our Driver Policy has been developed to protect the Shasta Community Services District's employees and resources, and to guard against and reduce potential liabilities from accidents. The information outlined in this policy is in line with generally accepted best practices and legal requirements for safe motor vehicle operations for our non-commercial drivers. The District's General Manager (GM) will oversee our policy requirements, and all employees who operate a vehicle on District business are required to comply with this policy.

The District has conducted an evaluation of all job positions, as required under Senate Bill 1100, to ensure only job positions that comply with both of the following conditions are included in this policy.

- The District "reasonably" expects driving to be one of the job functions of the position.
- The District "reasonably" believes using alternate forms of transportation, such as ride-hailing service, taxi, carpooling, bicycling, or walking, would not be feasible for the position.

Driver Eligibility

The following guidelines have been established to assist with identifying, hiring, and retaining safe drivers and ensuring ongoing safe driving practices:

- Employment applications and job descriptions will clearly identify if vehicle operation is a job requirement.
- Employees must possess a valid driver's license to legally operate the class of vehicle(s) they drive in their employment.
- Motor vehicle reports (MVRs) are obtained and reviewed for all employees included in the DMV section below.
- Employees who drive their personally owned vehicle on District business must show proof of automobile liability insurance in accordance with California's minimum requirements as of January 1, 2025 (\$30,000/\$60,000 bodily injury and \$15,000 property damage).
- All employees who drive on District business are required to comply with all applicable state laws and regulations.

DMV Employer Pull Notice Program (EPN)

The California Department of Motor Vehicles (DMV) requires employers to enroll all the following drivers in the DMV Employer Pull Notice Program (EPN).

- Class A CDL – Tractor-trailers, truck and trailer combinations, tanker vehicles, livestock carriers, flatbeds – vehicles with a gross combination weight rating of 26,001 or more pounds, provided the towed vehicle is heavier than 10,000 pounds.

- Class B CDL – Straight trucks, large buses (city buses, tourist buses, and school buses), segmented buses, Box trucks, Dump trucks with small trailers – any single vehicle that isn't hitched to a trailer over 26,001 pounds.
- Class C CDL – Single vehicle under 26,001 pounds or a vehicle towing another vehicle less than 10,000 pounds or transports 16 or more passengers, including the driver, regularly organized fire departments.

The District will also enroll Class C CDL employee drivers who drive District-owned vehicles and personally owned vehicles for District business

The DMV issues MVRs to every person registered in the EPN Program. The DMV automatically issues MVRs annually and whenever the driver is involved with certain legal actions or activities. Employees who participate in this program will sign a DMV Authorization for Release of Driver Record Information form. There shall be an EPN administrator that shall report any pulled notifications when they meet district intervention levels to the General Manager and if a General Manager's pulled notification is reported, it shall be reported to the Board of Directors.

MVR Driver Criteria

The criteria for determining if a prospective or current employee's driving record is acceptable is based on California's Department of Motor Vehicle Negligent Operator Treatment System (NOTS) criteria.

NOTS Criteria

- 6 points in 12 months
- 8 points in 24 months
- 10 points in 36 months

District Intervention Levels

- 4 or more points in 12 months
- 6 points in 24 months
- 8 points in 36 months

When an employee's MVR reaches intervention levels, we may initiate one or more of the following actions:

- Counsel or warn the employee that employment may be jeopardized if there are additional violations or accidents.
- Shift the employee to a non-driving position where feasible.
- If a non-driving position is not an option, implement some additional controls such as driver training course(s) to reinforce defensive driving safety.
- Restrict or eliminate use of personally owned vehicles for District business.

The General Manager and/or the Board of Directors will determine the most appropriate intervention actions based on specific conditions and circumstances.

Business Use - District-Owned Vehicles

These requirements apply to employees who are assigned and authorized to drive a District-owned vehicle while conducting District business:

- Unless otherwise approved, District-owned vehicles are not to be used for personal purposes, including the commute to and from home.
- Designated “on-call duty” employees are authorized to drive District vehicles home with the department head’s approval.
- Employees who are permitted to use a District-owned vehicle to commute to/from home and worksite are not authorized to use the vehicle for personal purposes other than commuting. Minimum personal use, such as stopping for a personal errand on the way between the employee’s home and worksite is authorized. Under these conditions, Internal Revenue Service (IRS) taxable fringe benefits may apply. Contact Human Resources for specific IRS requirements and mileage rates.
- **Motor Vehicle Maintenance**
- The driver is responsible for the reporting of maintenance and repairs of the District’s motor vehicle and its condition to the GM.
- All vehicle maintenance work must first be approved by the GM before taking place. The GM is also responsible for checking and overseeing all aspects of the motor vehicle maintenance and management.
- Each employee is responsible for scheduling routine services and repairs and annual mileage reporting on their own company assigned vehicle.
- The driver is responsible for refueling and routine motor vehicle checks, tire pressure checks, battery checks, fluid levels and all safety related aspects of the vehicle.

The following requirements pertain to all District-owned vehicles:

- No one except an authorized employee may drive a District vehicle.
- Drivers must comply with all applicable state laws and regulations.

The District reserves the right to withdraw this privilege at any time. Failure to fulfill any requirement of the vehicle use policy may result in disciplinary action up to and including termination.

Business Use - Personally owned Vehicles

It is the policy of the District to provide employees with suitable transportation to conduct District business. However, there may be times when it is necessary and expeditious for employees to use personally owned vehicles in the course of District business.

District employees are not permitted to use personally owned vehicles in conducting District business without prior approval of the GM or the assigned designee.

Before authorizing an employee to use a personally owned vehicle for District business, the GM, or designee, shall determine that: (1) the business purpose is valid; (2) the use of a personally owned vehicle is in the best interests of the District; and (3) the employee has been approved to use his/her personally owned vehicle based on the Driver Eligibility requirements.

Employees utilizing their personally owned vehicles on District business must maintain automobile liability and property damage insurance coverage in accordance with the State of California's minimum requirements of \$30,000/\$60,000 bodily injury coverage and \$15,000 property damage coverage. Please note the minimum requirements were raised effective 1/1/25.

- The District will verify the employee's auto liability insurance policy is current. If the insurance coverage is modified, canceled, terminated, lapsed, or curtailed for any reason, the employee must immediately notify the District's GM.
- In case of an accident and subsequent claim, the coverage provided by the employee's personal insurance will apply first. Insurance follows the vehicle, not the driver. The District is not responsible for any increase in an employee's insurance premium as a result of an accident.
- If the District's employee is at fault, the District's GL policy will be considered secondary/excess coverage for any third-party claims.
- The District's policy does not cover the employee's vehicle damage.
- Employees are expected to maintain the vehicle in a reliably safe mechanical condition as required by law.

Use of Communication Devices While Driving

The following requirements address the use of wireless communication devices while driving District-owned vehicles and personally owned vehicles while on District business. The California State Vehicle Code's current definition of an "electronic wireless communication device" includes:

- Broadband personal communication device
- Specialized mobile radio device
- Handheld device or laptop computer with mobile data access
- Two-way messaging device

The District will comply with the California Vehicle Code requirements; therefore, District employees shall not operate a District-owned vehicle or a personally owned vehicle on District

business while using an electronic wireless communication device unless the device and vehicle meet the conditions noted below.

- The device is mounted on the windshield or is mounted/affixed to the dashboard or center console in a manner that does not hinder the driver's view of the road.
- The driver's hand may only be used to activate or deactivate a feature or function on the device with the motion of a single swipe or tap of the driver's finger, but not while holding it. *The law does not apply to manufacturer-installed systems that are embedded in a vehicle.*

The definition of "Using" in this context includes, but is not limited to, viewing, talking, taking or transmitting images, playing games, composing, sending, reading, accessing, browsing, transmitting, saving or retrieving email, text messages, or other electronic data."

District employees without a hands-free wireless communication device may use their device after safely exiting a highway, pulling safely to the side of a road, and stopping the vehicle.

Exemptions

The District has the right to add to, delete, or amend this policy at any time. The District reserves the right to make an exception to this policy if he/she believes such an exception is in the best interest of the District. The following uses are exempt from the restrictions above:

1. Emergency services professionals while operating an authorized emergency vehicle as defined in Vehicle Code section 165.
2. Employees driving a transit vehicle while using a wireless telephone for work-related purposes or emergency purposes as described in Vehicle Code sections 23125 and Public Utilities Code section 99247(g).
3. Other exemptions as set forth in the California Vehicle Code as written or amended.

Vehicle Accident Procedures

Vehicle accident procedures must be followed in the event of an accident/incident involving District-owned vehicles or personally owned vehicles while on District business. This includes minor incidents and collisions, even if there do not appear to be any injuries and/or property damage.

All vehicles are provided with an SDRMA Accident Report Guide. Drivers are required to complete the guide at the scene of the accident and immediately report the incident to their supervisor. Exceptions may occur in the event of serious injury.

When reporting claims, the District will follow the instructions outlined in the SDRMA MemberPlus portal at <https://memberplus.sdrma.org/>.

Record Keeping

The following documentation will be maintained for at least two years:

- Motor Vehicle Reports (MVRs).
- Vehicle insurance information from drivers who use their personally owned vehicles on District business.

Program Evaluation

The Driver Safety Policy will be reviewed on a periodic basis to meet ongoing needs.

Passed and adopted by the Shasta Community Services District at a regular meeting thereof held on April 15th, 2025, by the following vote:

AYES:

NOES:

ABSTAINS:

ABSENT:

ATTEST:

Secretary to the Board
Shawna Staup

Board President
Valerie Coon

Shasta Community Services District Workplace Violence Prevention Plan

September 16, 2025

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Appendices

- 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:
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* 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)

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Where Incident Occurred:

<input type="checkbox"/> Workplace	<input type="checkbox"/> Parking lot	<input type="checkbox"/> Outside of Building	<input type="checkbox"/> Outside of workplace
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Type of Incident (check as many apply):

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

Workplace violence committed by:

<input type="checkbox"/> Family or friend	<input type="checkbox"/> Client	<input type="checkbox"/> Coworker
<input type="checkbox"/> Partner/Spouse	<input type="checkbox"/> Family or friend of client	<input type="checkbox"/> Manager/Supervisor
<input type="checkbox"/> Former Partner/Spouse	<input type="checkbox"/> Customer	<input type="checkbox"/> Stranger w/criminal intent
<input type="checkbox"/> Parent/Relative	<input type="checkbox"/> Family or friend of customer	<input type="checkbox"/> Other:

Circumstances at time of incident:

<input type="checkbox"/> Employee performing normal duties	<input type="checkbox"/> Working in poor lighting	<input type="checkbox"/> Employee rushed
<input type="checkbox"/> Employee isolated or alone	<input type="checkbox"/> Unable to get help or assistance	<input type="checkbox"/> Working during low staffing levels
<input type="checkbox"/> Working in a community setting	<input type="checkbox"/> Working in unfamiliar/new location	<input type="checkbox"/> Other:

Consequences of incident:

Law enforcement/Security called? <input type="checkbox"/> Yes <input type="checkbox"/> No. If yes, explain:
Were actions taken to protect employees from continuing threat or other hazards? <input type="checkbox"/> Yes <input type="checkbox"/> No. If yes, explain:
Any injuries? <input type="checkbox"/> Yes <input type="checkbox"/> No. If yes, explain:
Emergency medical responders contacted, including on-site First Aid/CPR? <input type="checkbox"/> Yes <input type="checkbox"/> No. If yes, explain:
Did severity of injuries require reporting to Cal/OSHA? <input type="checkbox"/> Yes <input type="checkbox"/> 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
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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	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	
<input type="checkbox"/> Male	<input type="checkbox"/> Young <input type="checkbox"/> Calm Accent? <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Female	<input type="checkbox"/> Adult <input type="checkbox"/> Nervous Describe:
	<input type="checkbox"/> Senior
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 September 16th, 2025, by the following vote:

AYES:

NOES:

ABSTAINS:

ABSENT:

ATTEST:

Secretary to the Board

Shawna Staup

Board President

Valerie Coon