Santa Clara County Office of Education

HELLO
New Employee Onboarding
Hosts: SCCOE Staff Development Specialists

Michael Vallez
408-453-4260

Oscar Uribe
408-453-6661
Mission
The Santa Clara County Office of Education is committed to serving, inspiring, and promoting student and public school success.

Vision
Transforming Education through Leadership, Service, and Advocacy

Goals
- Improve student equity and access to high quality education
- Provide support to districts, communities, schools, and students
- Be a premier employer
- Improve organizational effectiveness and efficiency

Values
- Students First
- Innovation
- Collaboration
- Service
Library Services

Student Books, Kits, Games, & Media

Educator Books & Materials - Digital & Print

Internet Access & Meeting Space

Reference and Research Assistance

OPEN TO THE PUBLIC!
Teacher Resource Center

Free Membership for SCCOE Employees!
Pay for Materials Only!

Materials & Equipment Include:
Die Cut Machines, Butcher Paper, Laminators, Paper Cutters, High Quality Color Printing, Button Making Machine, and MORE!

Open to public!

Children in TRC must be 12 years or older
Digital Resources

www.sccoelibrary.lib.overdrive.com/
Academic Database Access
(ERIC and Education Research Complete)
Free Library Accounts!
Circulation Period 4 weeks

MONDAY - FRIDAY
10am to 5pm

Beginning in September:
Thursday
10 - 7 pm

One Saturday/month
9 – 1 pm

Online Catalog Access 24/7
www.sccoe.org/depts/library
EMPLOYEE USE OF TECHNOLOGY AGREEMENT

All staff are required to read and sign with DocuSign:

1/ I accept responsibility for the appropriate use of the SCCOE computer resources, which include all computer systems, network systems, Internet and intranet web sites or other data processing equipment owned or leased by the SCCOE, as well as remote computers, or computer systems when used to access SCCOE computer resources, the phone system including voice mail, cell phones and office equipment, and any future technologies that are sponsored by SCCOE.

2/ I understand that any communications made using the SCCOE’s information and communication systems and equipment are NOT exempt from monitoring or access by the SCCOE.

3/ Should I commit any violation or in any way misuse my access to the SCCOE’s computer network and the Internet, I understand and agree that my access privilege(s) and network privilege(s) may be suspended or revoked and disciplinary action up to and including termination may be taken against me.

4/ I further understand that civil or criminal action may be taken against me, if and where appropriate, for violation of the SCCOE policies and regulations regarding use of SCCOE technology.
Accessing SCCOE Webmail

http://mail.sccoe.org

User name: Generally, First Initial Last Name
Examples of Phishing Emails

From: PODDA Mauro ICH [mailto:mauro.podda@humanitas.it]
Sent: Sunday, July 26, 2015 7:25 PM
To: w1@update.us
Subject: Help-Desk Administrator

We are currently maintaining our server for better performance to reduce daily spam emails we received, to protect your account you are hereby advised to upgrade your account by clicking the link below and fill all the information required.

Click Here: http://myupdate.doomby.com/

Your account will be inactive and cannot send or receive incoming emails, click on the above link and fill in your account information to upgrade your account.

Sincerely,
Help-Desk Administrator.

From: Lillie Odom [mailto:odoral@miamigardens-fl.gov]
Sent: Thursday, January 22, 2015 3:21 AM
To: lodo@com
Subject: Your Mailbox Is Full

Your Mailbox Is Full.
520MB 520MB
Your Mailbox Is Full "CLICK HERE" To Increase Your Inbox And Received New Message.
Copyright ©2015
Microsoft.com
Good morning,

Please see the attached invoice and remit payment according to the terms listed at the bottom of the invoice. If you have any questions please let us know.

Thank you!
Clara Patel
Accounting Specialist

<invoice_feb-58248898.doc>
Ask yourself:

Do you recognize the SENDER?

Does the message make sense? (check for obvious grammar or spelling mistakes)

The attachment could be a VIRUS waiting for you to open and infect your computer. – best just to delete the email!

If you are unsure or have opened the link, please contact the Help Desk at (408) 453-4357.

If it is a real virus, tech services will evaluate the threat and take appropriate action (notify all-staff to delete potentially dangerous email, block the link so it cannot be opened or blacklist the sender)

Know that official SCCOE communications will never request that you provide your password or request financial information.
If you forget your SCCOE password we have a website called SCCOE **Password Station**. This will allow users to recover and reset passwords themselves after answering a security question or verifying their identity via mobile text message.

Employees are strongly encouraged to enroll in this system!

Go to [https://password.sccoe.org](https://password.sccoe.org) to register
Welcome to Password Station
SELF-SERVICE CROSS-PLATFORM PASSWORD RESET AND SYNCHRONIZATION

Primary Account

User ID: [ ] same as your Email Username

[ ] I'm not a robot

Privacy Policy & Terms of Use

This system is for use by authorized users only and I represent and warrant that I am an authorized user. Any individual using this system, by such use, acknowledges and consents to the right of the Santa Clara County Office of Education to monitor, access, use, and disclose any information generated. Unauthorized and/or improper use of this system, as delineated by agency policies, is not tolerated and the Santa Clara County Office of Education may take formal action against such individuals.
Password Station

Forgot Password
If you have already enrolled, you can securely reset your forgotten password by answering your private questions.

Unlock Account
If you have "locked" your account by typing incorrect passwords, you can unlock it by answering your private questions.

Change Password
If you know your current password, but you cannot change it due to dial-up, VPN, or other access restrictions, you can change it here.

Account Information
Displays information about your Password Station managed accounts (e.g., password age, password expiration date, etc.)

Test Password
Do you need to select a new password? First, test your desired password against your organization's password policies.

Enrollment
You can change your security questions, your Phone PIN, or the Email address to which notifications are sent, here.
New email passwords must now meet new complexity requirements:

A password must be **at least 8 characters** long and **not contain your name**. It is case sensitive. It must also contain characters from **3** of the following four categories:

- Uppercase letters
- Lowercase letters
- Numbers
- Symbols for example: `! @ # $ % & * ( ) - _ + = " ' . { } , \ ~ [ ] /`

Valid password examples: `Gr8workinghere`, `lm@mybest`
Accessing Employee Self Service (ESS)

http://ess.scccoe.org
We recommend using the same Username you already have for Email. For example: RDouglas
Welcome to Santa Clara County Office of Education Employee Self Service (ESS)

This portal is provided by the Technology Services Branch of the SCCOE to SCCOE employees, as well as employees of school districts and charter schools that use Business Systems provided by the Technology Services Branch.

For questions about the information and records provided via this portal please contact your local school district.

For technical questions and support, please contact the Technology Services Branch Help Desk at 408-453-4357 between the hours of 8am-5pm, Monday through Friday.

NEW USERS: Please click on “register”

ALREADY REGISTERED? Click on “log in”
Your Username and Password are the SAME for:

• Computer Login
• Email
• Password Station
• Intranet

You must create your own Login for:

• ESS Employee Self Service (Paystubs)
Can I connect my personal **cell phone** to the SCCOE Wireless Network?

Yes!

Call the Help Desk for assistance!
Any tech requests or problems?
Enter a Service Ticket or
call the HELP DESK

408-453-HELP (4357)
Special Education: 408-453-6719
Worker’s Unions
Team Building: My Name My Identity
Tuition Reimbursement

Who is eligible?

Permanent or tenured employees that are part of the following bargaining units

HR Administrative Services | Human Resources Branch
Tuition Reimbursement

SEIU MEMBERS qualify for $700 per member per fiscal year

- Paraeducators
- OTBS (Office, Technical, Business Services)
- OSS (Operation-Support Services)
Tuition Reimbursement

ACE/CTA MEMBERS qualify for

- Special Education, Opportunity Youth Academy and Alternative Teachers - $350 per member
- Preschool Services, Head Start, EduCare Teachers - $500 per member

HR Administrative Services | Human Resources Branch
Tuition Reimbursement

**PSYCHOLOGISTS** qualify for $750 per member per fiscal year

**LEADERSHIP TEAM** qualify for $600 per member per fiscal year
Tuition Reimbursement

How to apply?

• Form is online on the intranet

• Complete the form with required signatures

• Submit to Human Resources for approval
Discount and Deals

SCCOE INTRANET

Available in English, Spanish, and Vietnamese
Navigating Public Schools in Santa Clara County

Featured Programs and Services

- AccessPoint
- CAAEP Resources
- Charter Schools Office
- Credential Services
- Early Start Program
- Emergency Information
- Fingerprint Livescan Services
- Head Start-Early HHS

- Inclusion Collaborative
- Local Control Accountability Plan Resources
- My Name, My Identity Initiative
- Parent Engagement
- Print Services
- Professional Development Calendar
- Purchasing Services
- School Board Leadership Academy - Cohort 2

News & Facts

- Class ACT grants for classified school employees
- Registration is now open for the 2018 Santa Clara County Spelling Bee
- SCCOE selects three outstanding educators for state-wide competition
- SCCOE helps families navigate public schools in Santa Clara County
- Civic leaders discuss the future of...

Events & Highlights

- 2017 Classified Job Fair
- Allan Rock Union Elementary District FCMAT Audit
- Local Control Accountability Plan
- Safe Schools & Resources for Undocumented Students
- Statewide Education
- Child Care Subsidy Pilots in California

HR Administrative Services | Human Resources Branch
What's New at the SCCOE

- Watch the State of the SCCOE Address: "Living Our Values: Every Day for Every Student".
- Superintendent's Memo Regarding SCCOE Political Activities and Board Policy – Please read notices to employees regarding policies and regulations.
- Electric vehicle charging stations available - Four electric vehicle charging stations are ready to use for Santa Clara County Office of Education employees only at the Riddler Park office.

Responsibilities during an emergency

Do you know your responsibilities during an emergency evacuation? Whether you're an employee, manager, or a member of the facilities and maintenance group, we all have different responsibilities when it comes to emergencies. Check out this easy reference list to ensure you are prepared! For more information about emergency procedures, please view our Emergency Preparedness guide.

Make sure you are signed up for emergency messages

The SCCOE is augmenting its internal communications to ensure all employees can be contacted via text message in the event of an emergency. Please add your cell phone number to our database so you can receive information and instructions during an emergency situation. Our existing Human Resources database (QSS) doesn't specifically identify phone numbers as cell or landlines, which is why each employee needs to add it to receive emergency notifications.

It only takes a minute, so don't miss out on these crucial messages!

News Roundup


SCCOE Health Wellness Center

- Live Happy-Work-Happy: Be Happy Webcast series
- Riddler Park First Aid Procedures
- Online Contact Lens Ordering (with eligible ME.SVision benefits)
Discount and Deals

EMPLOYEE DISCOUNTS & DEALS

New savings and discounts

- **APPLE in Education** — Save on Mac and more. SCCOE staffs are eligible for Apple education pricing.
- **AT&T** — Enter your work e-mail address in the "See If You Qualify" box and follow the instructions from the e-mail that is sent to you.
- **Barnes & Noble Booksellers** — Save 20% off materials for your classroom with Barnes & Noble’s FREE Educator Discount Card for Pre K-Grade 12 Public, Private and Home Schooling Educators! Click here for more information on how to get your own Educator Card.
- **CalSAVE** — Where Smart Schools Shop.
- **DNL Catering** — 10% discount on food & drink for parties with 50 or more diners.
- **H&R Block Employer Solutions Program** — Tax Season begins on January 31st. SCCOE employees are eligible for national promotions and discount programs.
- **Legion’s Exclusive Discount Event**
- **Refinance mortgage benefits for Educators** — EDU Programs
- **Sports Basement** — Teachers & Staff receive an ongoing 10% discount.
- **Verizon Wireless’ Government Employee Program** — Sign up for 15% monthly discount for your personal line. Enter your work e-mail address and register your account via e-mail sent by Verizon Wireless to receive government pricing on phones and 25% discount on accessories.
Discount and Deals

HR Administrative Services | Human Resources Branch

Santa Clara County Office of Education
# Discount and Deals

## Consignment Tickets

Contact or stop by Human Resources at (408) 453-6820.

<table>
<thead>
<tr>
<th>THEME PARK NAME</th>
<th>PRICE (AGES 3 AND UP)</th>
<th>INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Great America</td>
<td>$39.00</td>
<td>General Admission</td>
</tr>
<tr>
<td>Great America (Gold Pass)</td>
<td>$87.00</td>
<td>Gold Pass</td>
</tr>
<tr>
<td>Raging Waters</td>
<td>$23.99</td>
<td></td>
</tr>
<tr>
<td>Great America (Regular Season Pass)</td>
<td>$69.00</td>
<td>Season Pass</td>
</tr>
<tr>
<td>Six Flags</td>
<td>$43.04</td>
<td>General Admission</td>
</tr>
</tbody>
</table>
Tuition Reimbursement and Discount and Deals

QUESTIONS? Contact Human Resources at x6820
Santa Clara County Office of Education

Employee Benefits Services Group
What is a Mandated Reporter?

Mandated Reporters are people who have regular contact with vulnerable people and are therefore legally required to report to authorities any suspected or confirmed abuse of children or dependent adults.

Mandated reporters may include paid or unpaid people who have assumed full or intermittent responsibility for the care of a child, dependent adult or elder.
Child Abuse Neglect Reporting Act (CANRA)

CA Penal Code §11166 requires certain professionals (school personnel both certificated and classified) and laypersons, who have a special working relationship or contact with children, to report known or suspected abuse to the proper authorities when the victim is a child (anyone under the age of 18) and the perpetrator is any person (including a child)
Deciding When to Report

- A “reasonable suspicion” that a child has been abused or neglected is sufficient to trigger the duty to report – no evidence/proof or witness is required.
- A mandated reporter is not to conduct an investigation nor do they have to collect evidence before making a report.
- Obligation to report also extends to dependent adult abuse.
Reasonable Suspicion

“Reasonable suspicion” means that it is objectively reasonable for a person to entertain a suspicion.

- Seeing an aide or parent grab a student's arm roughly
- An aide or teacher seems too close to a student
- Student exhibits signs of discomfort or changes in behavior
- Student is singled out
When Abuse is Suspected

- Responsibility rests solely with the Mandated Reporter to report. You cannot delegate to another party.
- If two or more mandated reporters have joint knowledge of abuse, they may elect one person to report.
- Reporting to an employer, supervisor, school principal, school counselor, school campus police office, co-worker, or any other person is NOT adequate and does not meet your legal requirement as a Mandated Reporter.
- No supervisor may impede or inhibit a report or subject the reporting person to any sanction.
Confidentiality

The identity of the reporting party is confidential
- May only be disclosed to official agencies and professionals involved in the investigation, prosecution, or record-keeping of these cases
- Any violation of confidentiality of this information is a misdemeanor punishable by up to six months in the county jail or a fine of $500, or by both
- Mandated reporters have immunity from criminal or civil liability for reporting as required
How to Report Abuse/Neglect (minors)

- For immediate emergency, call **9-1-1**
- Non-Emergency, call 3-1-1
- Or as soon as possible - call the Santa Clara County Social Services Agency Child Abuse and Neglect 24-Hour Hotline and/or local police:
  - **Central County**
    - (408) 299-2071
  - **North County**
    - (650) 493-1186
  - **South County**
    - (408) 683-0601
- **AND** Within 36 hours send, fax or submit electronically the Suspected Child Abuse Report (SCAR) form SS 8572
What Goes on a Report (minors)

Form 8572

Don’t wait until you have all this information before calling

- Your name and information
- Name and age of child
- Specific details on the nature and extent of the abuse, be as descriptive as possible - i.e., location of injury, size, color, pattern, shape, etc. List where and when the incident(s) occurred
- Quote exactly what was said by the child or the person accompanying the child - use quotation marks and state who was speaking
- Indicate the vulnerability of the child due to age or disability
- Risk of further abuse, or imminent danger
- Tell who the child lives with, name and address of the parent or caretaker. Indicate family language
- Knowledge of previous CPS history or if other agencies are involved with the family
What Goes on a Report (minors)

- Record the date, time and who took the report when making a suspected child abuse report
- Record officer and/or CPS instructions
- You may give a copy of the report to designate personnel only (supervisor, director, chief)

Form 8572 instructions

I. MANDATED CHILD ABUSE REPORTERS
   - Mandated child abuse reporters include all those individuals and entities listed in PC Section 11665.7.

II. TO WHOM REPORTS ARE TO BE MADE (“DESIGNATED AGENCIES”)
   - Reports of suspected child abuse or neglect shall be made by mandated reporters to any police department or sheriff’s department (not including a school district police or security department), the county probation department (if designated by the county to receive mandated reports), or the county welfare department. (PC Section 11665.9.)

III. REPORTING RESPONSIBILITIES
   - Any mandated reporter who has knowledge of or observes a child, in his or her professional capacity or within the scope of his or her employment, whom he or she knows or reasonably suspects has been the victim of child abuse or neglect shall report such suspected incident of abuse or neglect to a designated agency immediately or as soon as practicably possible by telephone and shall prepare and send a written report thereof within 36 hours of receiving the report.
How to Report Abuse/Neglect: Internal Procedures

If an employee has knowledge of or reasonably suspects that another County Office employee or an individual who works with or has contact with students on campus has or is engaged in conduct that may be an indication of suspected child abuse or neglect, they must take the following actions:

1. File a Suspected Child Abuse Report with the Police or Child Protective Services
2. Immediately notify their supervisor of the alleged inappropriate conduct and complete an SCCOE Student Incident Report
3. If the allegation involves the site administrator, the employee is to contact the program director
What is Not Considered Physical Abuse

- Corporal punishment (unless cruel, inhuman or causes a traumatic condition)
- Injuries caused by two minors fighting by mutual consent
- Reasonable and necessary force used by a public school official to quell a disturbance threatening physical injury to person or damage to property
- Voluntary sexual conduct between minors
- An informed and appropriate medical decision made by a parent or guardian after consultation with a physician who has examined the child
Sexual Activity of Minors

- Pregnancy of a minor, regardless of her age, does not, in and of itself, constitute the basis of reasonable suspicion of sexual abuse.
- Incest is always reportable even with consent.
Do You Have to Notify the Parent?

- There are no legal guidelines for mandated reporters to require the sharing of a report
- Your first priority is establishing the safety of the child
- Any action could interfere with the initial child welfare agency’s investigation
Failure to Report

Is a misdemeanor, punishable by

- Up to 6 months in jail
- Up to $1000 fine
- 12 months county jail and/or $5,000 if failure to report resulted in a death or great bodily injury

May also result in a civil lawsuit, especially if the child-victim or another child is further victimized

May also result in loss of professional license or credential

Mandated Reporter | Human Resources Branch

Santa Clara County Office of Education
What Happens After a Report is Made

Response time depends on the seriousness of the events reported, age of the child, the situation the child faces, and any known history that may influence the decision.

If the child is in danger, the response will be immediate and law enforcement may arrive before or accompany CWS. If there is less risk involved, it may be three to ten days before action is taken.
Key Points

As a mandated reporter you play a **CRUCIAL** role in identifying and reporting concerns of abuse or neglect of children that may otherwise go unseen.

- Call CWS if you need help determining “reasonable suspicion”
- If the story seems confusing or implausible **REPORT**
- If you aren’t certain **REPORT**
- Never investigate: **REPORT**
What questions do you have?
Santa Clara County Office of Education

Achieve Forum: Customer Experience Fundamentals
Agenda

- Your Experience as a Customer
- What Customers Expect
- Defining Moments
- Emotional Effort
What Customers Say

- **Nine in ten** customers say that their experience strongly affects their impression of an organization.
- **Over half** would try a new company to get a better experience.
- **Eight in ten** have not completed a transaction due to a poor experience.
- **Two in five** tell other people about a good experience “all the time.”
- **Three in five** tell other people about a poor experience “all the time.”

Net Promoter Score*  

Many organizations divide customers into three categories:  

- **PROMOTERS**: Loyal enthusiasts who keep buying and refer others, growing the business  
- **DETRACTORS**: Unhappy customers who damage the business through negative word-of-mouth  
- **PASSIVES**: Satisfied but unenthusiastic customers who are vulnerable to competitors  

To grow the business, organizations strive to increase their "Net Promoter Score."

*Net Promoter, NPS, and Net Promoter Score are trademarks of Satmetrix Systems, Inc., Bain & Company, Inc., and Fred Reichheld.
## Customer's Best Experiences

How customers described their “best experiences”:

<table>
<thead>
<tr>
<th>Experience</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolved my issue</td>
<td>55%</td>
</tr>
<tr>
<td>Was friendly and listened</td>
<td>54.7%</td>
</tr>
<tr>
<td>Was timely</td>
<td>48.6%</td>
</tr>
<tr>
<td>Valued my business</td>
<td>46%</td>
</tr>
<tr>
<td>Went above and beyond</td>
<td>41%</td>
</tr>
<tr>
<td>Took accountability</td>
<td>40.4%</td>
</tr>
<tr>
<td>Followed up</td>
<td>36.6%</td>
</tr>
</tbody>
</table>
What Customers Expect

- **Respect**: Caring individual attention
- **Simplicity**: Invisible behind-the-scenes issues and activities
- **Solutions**: Honest effort to solve or help customers solve their problems
- **Responsibility**: Timely delivery of exactly what is promised

**SOURCE**: Ongoing AchieveGlobal research and experience
Meeting Customer Expectations

1. Brainstorm and list specific actions that you can do, or avoid doing, to meet your assigned expectation for your customers.

2. Choose a spokesperson to share your list with the group.

Total Time: 8 minutes
What Customers Expect

- **Respect**: Caring individual attention
- **Simplicity**: Invisible behind-the-scenes issues and activities
- **Solutions**: Honest effort to solve or help customers solve their problems
- **Responsibility**: Timely delivery of exactly what is promised

SOURCE: Ongoing AchieveGlobal research and experience
Overview

Teachers, Associate Teachers, and Paraeducators use the Absence Management System to enter absences and find substitutes.

- Once you have entered an absence, it will be visible to qualified substitutes.
- If you have pre-arranged a substitute to cover for you, you can assign the substitute to the absence.
Overview

Reporting an absence to your Supervisor:

- The Absence Management System is used to report absences. In some cases, your Supervisor may also want to be notified. Check with your Supervisor to determine the right procedure for your school site!
- Certificated Teachers must report absences at least 2 hours prior to scheduled start time.
- Paraeducators and Associate Teachers must report absences at least 1 hour prior to scheduled start time.

https://absence-help.frontlineeducation.com/hc/en-us/articles/115003265807-Employee-Web-Basic-Training-Video?flash_digest=7e42fe2509a5580f6eb75325f10c8ab78d2b57b88&wvideo=bc5fd18y4w
Need Help?

Substitute Services Help Desk
Open M-F 6:30AM – 5:00PM
408-453-6835
SubServices@scccoe.org
IIPP and Workers’ Compensation
Risk Management

Director of Risk Management
Barbara Coats 6925

Administrative Assistant
Debbie Shao 6707

Risk Management Specialist
Kyanne Eastman 6862

Risk Management Specialist
Paul Finucane 6713

Workers’ Compensation Supervisor
Kathy Duarte 6708

Risk Management Technician
Robin Ridola 4320
Injury & Illness Prevention Plan (IIPP)

- Provide a safe and healthful workplace for SCCOE employees
- Reduce risk of disease, illness, injury and harmful exposures
- Reduce workers' compensation claims and costs
- Improve morale and efficiency
- Comply with regulatory mandates
IIPP Elements

- Assigns responsibilities for health and safety
- Establishes mechanisms for hazard identification and hazard mitigation
- Requires workplace inspections and accident investigation
- Requires communication of health and safety information
- Reaffirms training and documentation mandates
Your Right to Know

● A safe workplace free from recognized hazards
● Receive training on hazards associated with your job
● Know how to control hazards of your job
● Report workplace hazards without fear of reprisal
Training

Based on your job requirements, examples of training may include the following:

- Proper lifting and carrying techniques (if required)
- Personal Protection Equipment (PPE)
- Safe operating procedures for all equipment and processes
- Proper safety precautions at the SCCOE
- Avoiding slips, trips and falls **

Risk Management | Business Services Branch
All employees have a responsibility to maintain a safe and healthful work environment.
Employees need to:

- Follow safe work practices
- Know how to report unsafe conditions
- Report any work-related injury or illness to your Supervisor
- Know what to do in the event of an emergency
- If in doubt as to the safe way of doing a job, contact your supervisor
- Do not use unsafe tools or equipment
- Wear clothing & footwear that is appropriate for the job
Notification of Workers' Compensation Injury/Illness

Please complete immediately and report of injury and/or illness to (650) 363-4646. If you would like to email the form or have it forwarded please assign Risk Management at (650) 363-3470.

1. Name (Last, first, middle) ____________________________________________
2. Employee’s name ____________________________ (fill in full name)
3. Job Title ____________________________ Job Site ____________________________
4. Date of injury __________________________________________
5. What body part(s) was/were injured (i.e. right leg, left knee, etc.) ______________
6. What type of injury occurred (i.e. cut, bruise, bite, sprain, etc.) ______________
7. Please explain what happened to cause this injury/illness (details; what were you doing?) ______________
8. Where did injury/illness occur? (i.e. location/site) ____________________________
9. Address where injury/illness occurred ____________________________
10. Classroom #, if applicable ____________________________
11. Did employee seek medical treatment? [ ] Yes [ ] No. If yes, complete #12 or #15, if no skip to #30:
   a. Name and address of clinic ____________________________
   b. Did you miss time from work? [ ] Yes [ ] No. If you, list day worked ____________________________
   c. Name of acupuncturist ____________________________
   d. Principal/Manager (please complete the sections below, review with employee within 7 days and return to Risk Management)

Preventive Action Recommendations (i.e. use knee pad at all times)

Correction Actions Taken (i.e. Job was trained in proper use of knee pad)

Has employee completed the SCAO Risk Management Safety Training Program? [ ] Yes [ ] No

Were proper safety techniques used in this case? [ ] Yes [ ] No (If No, please explain) ____________________________

Signature of Employee: ____________________________ Print Employee Name: ____________________________ Date: ____________________________

Signature of Principal/Manager: ____________________________ Print Principal/Manager Name: ____________________________ Date: ____________________________
<table>
<thead>
<tr>
<th>Medical Clinic Name</th>
<th>Address</th>
<th>City, State</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Omni Care</td>
<td>39180 Farwell Drive, Suite 231</td>
<td>Fremont, CA</td>
<td>(510) 585-2545</td>
</tr>
<tr>
<td>Alliance Occupational Medical Clinic</td>
<td>315 S. Abbott Ave.</td>
<td>Milpitas, CA</td>
<td>(408) 790-2900</td>
</tr>
<tr>
<td>Alliance Occupational Medical Clinic</td>
<td>1901 Monterey Rd</td>
<td>San Jose, CA</td>
<td>(408) 277-8080</td>
</tr>
<tr>
<td>Alliance Occupational Medical Clinic</td>
<td>2737 Walsh Ave.</td>
<td>Santa Clara, CA</td>
<td>(408) 228-8400</td>
</tr>
<tr>
<td>Kaiser - Cupertino Occupational Medicine</td>
<td>10050 N. Wolfe Rd., Ste. SW1-190</td>
<td>Cupertino, CA</td>
<td>(408) 236-6160</td>
</tr>
<tr>
<td>Kaiser - San Jose/Santa Teresa Occ. Med.</td>
<td>275 Hospital Pkwy., Ste 565</td>
<td>San Jose, CA</td>
<td>(408) 972-6800</td>
</tr>
<tr>
<td>Kaiser - Stockton Occupational Medicine</td>
<td>7373 West Lane</td>
<td>Stockton, CA</td>
<td>(209) 476-3694</td>
</tr>
<tr>
<td>Kaiser-Union City Occupational Medicine</td>
<td>3555 Whipple Rd.</td>
<td>Union City, CA</td>
<td>(510) 675-4807</td>
</tr>
<tr>
<td>Pinnacle Health Center</td>
<td>551 McCray Street</td>
<td>Hollister, CA</td>
<td>(831) 634-4444</td>
</tr>
<tr>
<td>Samaritan Medical Care Center</td>
<td>554 Blossom Hill Rd.</td>
<td>San Jose, CA</td>
<td>(408) 281-2772</td>
</tr>
<tr>
<td>Santa Cruz Occupational Medical Clinic</td>
<td>3601 Caldwell Drive</td>
<td>Soquel, CA</td>
<td>(831) 576-3000</td>
</tr>
<tr>
<td>So. Valley Family and Occupational Health Clinic</td>
<td>8833 Monterey Rd. Suite H</td>
<td>Gilroy, CA</td>
<td>(408) 842-1544</td>
</tr>
<tr>
<td>U.S. HealthWorks</td>
<td>1717 S. Main St.</td>
<td>Milpitas, CA</td>
<td>(408) 957-5700</td>
</tr>
<tr>
<td>U.S. HealthWorks</td>
<td>1893 Monterey Rd, Ste. 200</td>
<td>San Jose, CA</td>
<td>(408) 288-3800</td>
</tr>
<tr>
<td>U.S. HealthWorks</td>
<td>988 Walsh Ave.</td>
<td>Santa Clara, CA</td>
<td>(408) 988-6868</td>
</tr>
<tr>
<td>U.S. HealthWorks</td>
<td>1195 E. Arques Ave.</td>
<td>Sunnyvale, CA</td>
<td>(408) 773-9000</td>
</tr>
<tr>
<td>U.S. HealthWorks</td>
<td>190 Leavesley Rd</td>
<td>Gilroy, CA</td>
<td>(408) 848-0444</td>
</tr>
</tbody>
</table>
Return to Work Program
Code of Safe Practices

- Keep all area of egress clear
- Keep aisles clear
- Maintain neat, orderly work areas
- Do not stack materials on top of file cabinets or other high place unless they are designed for that purpose
- See your supervisor for additional information
Universal Precautions

Wear disposable gloves whenever you will be:
- Touching any bodily fluids, particularly blood
- Coming in physical contact with anyone who has open cuts, lesions, etc.
  (Do not reuse gloves; throw them away after each use)

Wash your hands with liquid soap and running water:
- Before preparing food - before and after eating
- Before and after administering first aid
- After using restroom
- After properly removing disposable gloves
As a public employee you are a disaster service worker per government code 3100 and 3102. In the event of a disaster or extreme peril to life, property and resources, you are subject to disaster activities assigned to you by your supervisor.
Topics

● Wellness at SCCOE
● Benefits and Rewards
● How to Get Started
To Be a Premier Employer
Activities

On your mark, get set, move!

Know your numbers

Healthy living Hacks

Life hack: (noun) any trick, shortcut. Skill or novelty method that increases productivity and efficiency.
Communications
Personalized
Private
Interactive
Rewarding

Employee Wellness
Human Resources Branch

Santa Clara County Office of Education
Benefits

Employee Wellness
Human Resources Branch
Get Started
Powerof Vitality.com
Vitality Today App
In this presentation you will learn:

➔ Who we are and what we do
➔ How we “Frame Our Future”
➔ How we communicate
➔ When the media calls
➔ The Public Records Act, and how it affects you
Public Affairs Branch

1 Media & Communications

2 Print Services

3 Conference Center
Our services include:

- Media relations
- Publications - external
- Publications - internal
- Publications - references
- News releases
- Video services
- Translation services
- Recognitions and events
- Special projects
- Graphic design
- Commercial printing
- Conference center rental
Improve student equity and access to high quality education
Provide support to districts, communities, schools, and students
Be a premier employer
Improve organizational effectiveness and efficiency
How your employer communicates with you:

- Vital communication
- News Roundup
- Email notification
- Monday memo
- Opt-in communication
- Education Bulletin
- Social media
- Emergency SMS notification
When the media calls
SCCOE employee emails reveal misconduct

The Public Records Act
Questions & Answers
Public Affairs Branch

Peter Daniels
Chief Public Affairs Officer

Summer Reeves
Public Relations Specialist ext. 6824

Charlotte Orr
Media & Communications Liaison ext. 6514