

**CITY OF SAN RAMON
PARKS AND COMMUNITY
SERVICES DEPARTMENT**

**INDEPENDENT
CONTRACT INSTRUCTOR
HANDBOOK**

2020

San Ramon

CALIFORNIA

1. WELCOME

Congratulations! We would like to extend a warm welcome to you as an independent contract instructor of the City of San Ramon. Your work here is very important to the San Ramon community as our Department offers a wide variety of programs and activities that our residents appreciate and enjoy. These programs provide a wonderful opportunity to meet and socialize, to stay and get healthy, and to learn new lifelong skills.

BACKGROUND

The City of San Ramon was incorporated on July 1, 1983. Before that time, responsibility for the purchase, development, and management of Parks and Recreation facilities as well as recreational programs rested with two agencies: The Dublin San Ramon Services District (DSRSD), and Contra Costa County Service Area R-7.

A Parks and Recreation Committee was established in 1984 (later to become the Parks and Community Services Commission), to determine the most effective way to provide parks and recreation services in San Ramon.

The City of San Ramon operates on a Manager/City Council system. The City Council is the policy-making body for the City and appoints committees or commissions to oversee the various departments within the City. For our department, the City Council officially created the Parks and Community Services Commission in 1988, which is the advisory and policy-making body to the Council on parks and recreation issues.

San Ramon is located in Contra Costa County in the San Ramon Valley, approximately 25 miles east of the City of Oakland in the San Francisco Bay Area. The San Ramon Valley has long been considered one of the most desirable living areas in the Bay Area because of its scenic beauty, good climate, suburban charm, and proximity to the Bay Area's major employment centers. San Ramon is at the heart of the valley and is surrounded by the communities of Alamo, Danville, Dublin, and Pleasanton.

San Ramon offers a high quality of life, with clean and safe neighborhoods, an extensive series of parks and trails, multiple recreation opportunities partnered by the City, and an attractive natural setting. The San Ramon Parks and Community Services Department provides a wide variety of cultural, sporting and educational events and programming for all segments of the San Ramon community.

The San Ramon City Council is elected by the residents of San Ramon and they are charged with the task of governing the City and setting policy direction for the staff. They are directly responsible to the citizens of San Ramon and as such, they have a very high interest in assuring that all programs and services are operating under the highest standards.

The City has many beautiful public facilities including:

- 58 parks
- 2 Libraries
- 4 Community Centers
- 2 Aquatic Centers
- 2 Gymnasiums
- Performing Arts Center
- Historic Park

The City's amenities and services garnered San Ramon recognition as a Best Place to Live, by Money Magazine in 2006, 100 Best Communities for Youth in 2007 by America's Promise, Best Workplace for Commuters by the National Center for Transit Research in 2007 and 2010, and one of the best cities for child friendliness by Apartmentlist.com 2017 Best Cities for Families. San Ramon's signature programs such as the Art & Wind Festival, Summer Concert Series, and a Performing Arts Center that hosts world-class performers every year have had a regional draw. While the City's Symphonic Band, Youth Symphony and Community Chorus started small, each has grown into much anticipated community-wide programs.



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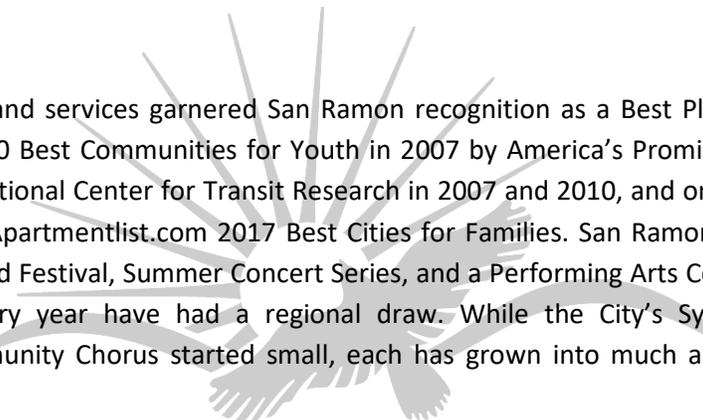
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2. MISSION STATEMENT – WHAT WE VALUE

MISSION STATEMENT

To create community through people, parks, partnerships, and programs we: Provide Recreational Experiences; Foster Human Development; Promote Health and Wellness; Increase Cultural Unity; Facilitate Community Problem Solving; Strengthen Safety and Security; Strengthen Community Image and Sense of Place; Support Economic Development.

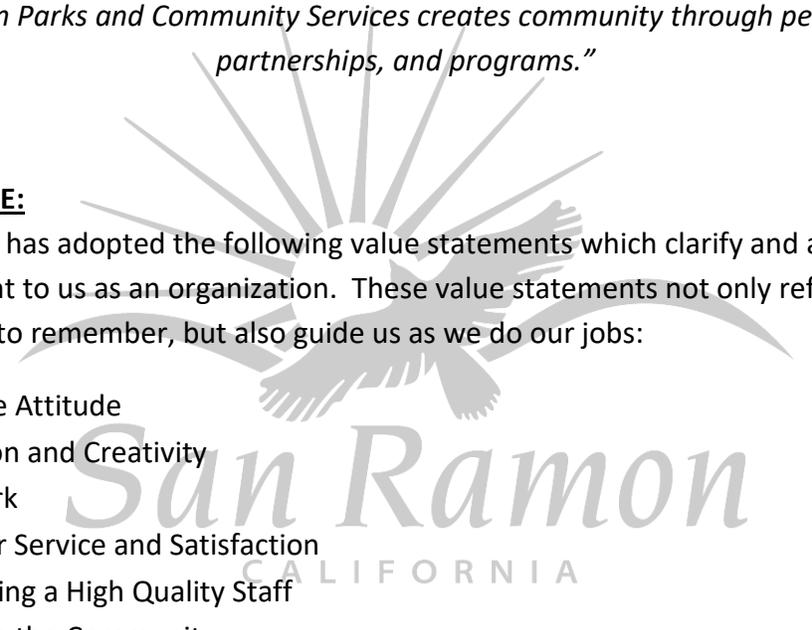
VISION STATEMENT

“San Ramon Parks and Community Services creates community through people, parks, partnerships, and programs.”

WHAT WE VALUE:

The Department has adopted the following value statements which clarify and articulate what is most important to us as an organization. These value statements not only reflect what is most important to remember, but also guide us as we do our jobs:

- A Positive Attitude
- Innovation and Creativity
- Teamwork
- Customer Service and Satisfaction
- Maintaining a High Quality Staff
- Service to the Community
- Lifelong Learning
- Fun, Play, and Celebration



San Ramon
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3. CUSTOMER SERVICE VALUE

Our Vision of Exceptional Service

San Ramon Parks & Community Services is committed to treating our customers with respect, providing a welcoming environment and exceeding their expectations. As contract instructors, our shared objective is to facilitate our customers' satisfaction; and we accomplish this by providing exceptional service on all levels of our organization. Our success is achieved by demonstrating active listening skills and providing efficient solutions that meet the needs of both our organization and our valued customers.

The Parks & Community Services Department has developed a Customer Satisfaction Plan that will assist you as an independent contractor in understanding how your partnering with us in facilitating customer satisfaction will help your business goals.

Purpose of the Customer Satisfaction Plan

This plan seeks to define the Parks & Community Services Departments standards for customer satisfaction. While written for staff and volunteers, as our business partner, these customer service standards can help you align your customer service practices with ours.

The plan was written with the goals of:

1. Creating a consistent delivery of customer satisfaction;
2. Creating a tool to measure our delivery of service;
3. Defining our standards of service that all staff can be held accountable to; and
4. Moving from customer service to customer satisfaction to customer loyalty.

STANDARDS AND BENCHMARKS

General Interactions

- Customers will always feel welcomed by at every touch point in our Department.
- All customers should be greeted upon entry into any of our facilities.
- Staff should introduce themselves by name when speaking with customers.
- All communication by staff should be prompt, courteous, and professional. This includes in-person, by phone, fax, email, or other written communication.
- Please use words, body language, actions and tone of voice that demonstrates cooperation.
- Listen actively for customer needs, issues and concerns without interrupting.
- Communication with customers should be clear without using any jargon, acronyms or abbreviations with which a customer would be unfamiliar.
- Use words, actions and tone of voice that demonstrate respect for and sensitivity to cultural backgrounds.
- Ensure that services and information are accessible to customers with physical and developmental disabilities.
- If language is a barrier seek help for translation.

Care

- Satisfy any reasonable customer's need whenever possible within the Department's policies, capabilities and procedures.
- Please do not leave a customer with a response of "I don't know" or "That is not my/our job". If information is unknown by any staff member, please obtain the contact information for the customer and forward to the appropriate staff representative for a complete response.
- Communicate the scope and limitations of our Department services in a clear and courteous manner.

Responsiveness

- Please respond to customer communication (voicemail, email, etc) within 1 business day.
- Inform customers of an estimated time of response/solution if it will be longer than 1 business day.
- If there are any service delays make sure they are communicated to the customer as soon as possible.

Environmental (What the Department promises)

- Customers will be provided a comfortable place while waiting for service.
- All facility décor will be family-friendly and free of religious, political and objectionable material.
- All public spaces will be clean, uncluttered and sanitary.

Confidentiality (What the Department promises)

- All customer information is private and will only be viewed and used to assist the customer or inform them about our services.
- Customer information will never be discussed in a public area.
- Files containing confidential information will be secured and not accessible by the public.
- Private customer information will be destroyed after the use of the materials is complete. Especially if it includes names, phone numbers, addresses, email, credit card information or other personal information.
- Private customer information will only be available to staff who have a specific need to know. Otherwise, it should be kept confidential within the Department.

Professionalism

- Staff should always conduct themselves in a manner that represents the City and Department well.
- Internal discussions should be limited to areas away from customers.
- Please hold personal conversations in private areas.
- Please minimize personal conversations during program time.
- Please use professional language avoiding slang, inappropriate jokes, and sarcasm.
- Staff should maintain a professional appearance that is appropriate for the work environment or duties you are performing.
- Please maintain a professional boundary respecting everyone's personal space.

Teamwork

- Please involve customers and other relevant staff members, whenever possible, in the process of identifying options and implementing solutions.

- Please keep customers and other staff members informed about any progress or changes that may occur (e.g. projects, programs, classes, procedures, etc.).
- Please ask for, accept and act upon constructive feedback from others.
- Staff should work together to continually improve the Department's level of customer service.

Customer Issues or Complaints

- When presented with a customer complaint, express empathy for their negative experience.
- Listen actively to their complaint and gather information.
- If possible immediately resolve the problem within the policies and procedures of the Department.
- Refer all complaints that are not immediately solved to the appropriate staff member by phone and email.
- Once a resolution is achieved, if applicable, share with your staff representative.



4. CITY REQUIREMENTS

INSURANCE

As an Independent Contractor for the San Ramon Parks and Community Services Department (P&CS), it is important that you understand your contract with the City is as an Instructor of a class or program. It does not in any way provide for insurance coverage for you as an Independent Contractor. Therefore, if a liability claim occurs against you and the City, you will be responsible for defending yourself, and potentially for paying a claim brought against you.

Instructors shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Instructor, his agents, representatives, employees or subcontractors.

The P&CS Department reserves the right to modify insurance requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstance. The P&CS Department reserves the right to modify or waive insurance requirements for certain low risk recreational activities. Unless Insurance is waived or modified by the P&CS Department, coverage shall be at least or as broad as:

The insurance liability limits have increased to the following:

1. Comprehensive general liability (using Insurance Services Office form CG 00 01 or equivalent) with a minimum coverage of two million dollars (\$2,000,000) for each occurrence and four million dollars (\$4,000,000) in the aggregate, or combined single limit in the amount of two million dollars (\$2,000,000) per occurrence, for bodily or personal injury to, illness of, or death of persons, and damage to property.
2. The following statement must be listed on the Additional Insured Endorsement Form (CG 20 10 11 85 or equal Form):

"The City of San Ramon or any person or organization that you are required to add as an additional insured on this policy, under a written contract or agreement currently in effect, or becoming effective during the term of this policy. The additional insurance status will not be afforded with respect to liability arising out of or related to your activities as a real estate manager for that person or organization."

**NOTE* if your programs are offered on San Ramon Valley Unified District (SRVUSD) property, SRVUSD must also be named as an additionally insured along with the City.*

The general liability policy is to contain, or be endorsed to contain, the following provisions:

1. The City of San Ramon, its officers, officials, employees, agents, and volunteers are to be covered as additional insureds with respect to liability arising out of work or operations performed by or on behalf of

- the Instructor including materials, parts, or equipment furnished in connection with such work or operations.
2. For any claims related to this contract, the Instructor's insurance coverage shall be primary insurance as respects the City of San Ramon, its officers, officials, employees, agents, and volunteers.
 3. The insurance company agrees to waive all rights of subrogation against the City of San Ramon, its elected or appointed officers, officials, agents, and employees for losses paid under the terms of any policy which arise from work performed by the Instructor for the City of San Ramon. This provision also applies to the Instructor's Workers' Compensation policy.
 4. Insurance policy shall provide that coverage shall not be canceled, except with notice to the City of San Ramon.

There is one thing you can do to protect yourself, obtain liability insurance. Contact your insurance company for a quote on liability insurance. You can also contact Event Insure at www.eventinsure.us to receive a quote for insurance if you are unable to use your insurance company.

If you are not required to carry insurance, you should evaluate your own circumstances before determining if you choose not to carry liability insurance.

WORKERS COMPENSATION

The City of San Ramon does not provide Workers' Compensation benefits for Independent Contractors. If you, as an Independent Contractor, hire employees, it is your responsibility to obtain Workers' Compensation Insurance as required by the Labor Code of the State of California and Employers Liability Insurance.

FINGERPRINTING OF CONTRACT INSTRUCTORS

Any Contract Instructor, employee or volunteer that will be in contact with minors is required to complete a fingerprinting and background screening. No Instructor, employee or volunteer shall work with minors unless the proper screening has taken place.

Independent Contractors who do not employ others will have the fingerprinting and screening done by the City.

Contract Instructors who employ others will be responsible for conducting background checks and screening, pursuant to Penal Code Section 11105.3, of all of your employees and volunteers who will have supervisory or disciplinary authority over minors in City programs or at City facilities. You are required to notify your staff representative if any of these employees have been convicted of any criminal offenses and the nature of the offense. The City reserves the right to prohibit the employment or hiring of any individual by Independent Contractor if that individual has been convicted of any offense specified in Penal Code Section 11105.3(c)(1) or Public Resources Code Section 5164.

Proof of fingerprinting of employees and volunteers must be submitted annually to your staff representative. For any questions regarding fingerprinting, please ask your staff representative.

TUBERCULOSIS TESTING

Any Contract Instructor, employee or volunteer who will be in contact with minors and seniors will be required to submit proof verifying a negative Tuberculosis (TB) test has been completed within the last 2 years before teaching. No Instructor, employee or volunteer shall work with minors or seniors unless the proper screening has taken place. It is the responsibility of the Instructor to maintain the TB test results with the City annually.



5. CITY POLICIES AND PROCEDURES

LIABILITY

1. Negligence is the failure to exercise the care that circumstances justly demand. Negligence implies an inattention to one's duties.
2. As an Independent Contract Instructor, if you are found negligent in the performance of your duty, you can be held personally liable for your negligence.
3. You must take every reasonable precaution to insure the safety of the public and participants in your programs. Your duty is to the safety of the participants under your supervision and care.
4. If you are unclear on your duties or any policy or procedure, do not hesitate to contact your staff representative for clarification or further information.

HARASSMENT AND DISCRIMINATION

All City workers and independent contractors have a right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive or disruptive. Consistent with the City's policy, discrimination and harassment based on race, color, religion, sex, age, national origin, ancestry, citizenship, disability, veteran status, medical condition, marital status, sexual orientation or any characteristic protected by law, is illegal and will not be tolerated (See Appendix A).

WORK PLACE VIOLENCE

The City of San Ramon is committed to providing a safe and secure workplace without compromising the safety of the public, contract instructors and its employees. The City of San Ramon does not condone and will not tolerate any form of workplace violence, whether in the form of action or verbal threats, veiled or explicit, including actions or threats by non-employees. Because an early intervention maximizes the City's chances of redirecting the instigator's violent behavior into non-violent modes of expression, any statement made in the presence of any employee or independent contractor, who is thought to be threatening, shall be reported immediately and on a confidential basis to the Police Department.

AMERICANS WITH DISABILITIES ACT (ADA)

The City of San Ramon is an inclusive city and encourages participation in all programs for all people, irrespective of any mental or physical disability or challenge they may face (See Appendix B). To this end, the City will make all reasonable accommodations to ensure participation in all programs by any person desiring to participate. If you are asked about making an accommodation for a person with a disability, work with your staff representative on finding the best arrangement to accommodate full participation. The Americans with Disabilities Act (ADA) was enacted in 1990. Revisions were made that took effect on March 15, 2011.

The ADA gives civil rights protection to individuals with disabilities that are like those rights provided to individuals on the basis of race, sex, national origin, and religion. It guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, local and state government services and telecommunications.

Definitions

Disability: Physical or cognitive impairment that substantially limits an activity

Major-Life Activities:

- Caring for oneself
- Performing manual tasks
- Seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, working
- Major bodily functions

Disability Etiquette

The Basics:

- 1. Ask before you help** – Just because someone has a disability, don't assume they need help. People with disabilities want to be treated as independent people. Offer assistance only if the person appears to need it, and if they do want help, ask how before you act.
- 2. Be sensitive about physical contact** – Some people with disabilities depend on their arms for balance. Grabbing them, even if your intention is to assist, could knock them off balance. People with disabilities consider their equipment part of their personal space, so avoid touching a person's wheelchair, scooter, or cane.
- 3. Think before you speak** – Always speak directly to the person with a disability, not to his companion, aide or sign language interpreter. Making small talk with a person who has a disability is great; just talk to them as you would anyone else. Respect their privacy and be very careful in asking about his or her disability.
- 4. Don't make assumptions** – People with disabilities are the best judge of what they can or cannot do. Don't make decisions for them about participating in any activity. Depending on the situation, it could be a violation of the ADA to exclude people because of a presumption about their limitations.
- 5. Respond graciously to requests** – When people who have a disability ask for an accommodation, it is not a complaint; it shows they feel comfortable enough in your establishment to ask for what they need. If they get a positive response, they will probably return to use the service again.

Proper Language to use When Interacting with People with Disabilities

- Use person first language, say "person with a disability" rather than "disabled person" to emphasize that they are people first. For example say "Nancy has autism" instead of "she is autistic." Language reflects society's beliefs, which is why it is important to always put the person first.
- Emphasize abilities. No one wants to be known for what he or she cannot do.
- Avoid labels. **Never** refer to people by their disability. For example, don't say "the handicapped, the crippled, the blind", etc.
- Often people use negative language without even realizing it. Words like "victim or sufferer" are disempowering. Listen to yourself and make changes as necessary.
- Use body language. It offers important clues about what you are saying.
- Speak normally – don't yell or exaggerate as this distorts your face and the way words sound.
- Never assume a person with a communication disorder (speech impediment, hearing loss) also has a cognitive disability such as mental retardation.
- Don't use "normal" to describe persons without disabilities.

- Never say “wheelchair bound” or “confined to a wheelchair”; instead say “uses a wheelchair”.

People with disabilities are individuals with families, jobs, hobbies, likes and dislikes, and problems and joys. While the disability is an integral part of who they are, it alone does not define them. Don't make them into disability heroes or victims. Treat them as individuals.

Once the Department is contacted or notified by an individual with a disability, then the Department will make every reasonable attempt to accommodate that individual's request to participate fully in the class or program. You as an independent contractor may be asked to make recommendations or suggestions as to how your program could be modified to accommodate this individual.

The Department has a program to include and integrate all persons into recreation programs and services. A referral and assessment process has been established. Questions or concerns should be directed to your staff representative about any participant who has a disability that affects their participation in the program. In some cases, complete integration is possible with limited accommodations or assistance. In other cases, partial integration may be necessary including use of an aide.

CHILD, ELDER AND DEPENDENT ADULT MANDATED REPORTING

Mandated Reporter:

Employees, contractors and volunteer coaches in a public recreation department that serves children, elders and dependent adults and where staff interacts with the above in a professional capacity, are mandated by California law (State Penal Code 11164 – 11174.3) to report known or suspected child abuse and by the (Welfare and Institutions Code Section 15630) to report known or suspected elder/dependent adult abuse. Mandated Reporters for Elder Abuse are anyone who has assumed full or intermittent responsibility for care or custody of an elder or dependent adult (WIC 15630). See Appendix C.

All independent contractors who have direct contact with children, elders or dependent adults will sign Acknowledgment of Mandated Reporting Requirements and Receipt of Penal Code Statutes through their contract process.

All contractors are required to attend annual training conducted by the Parks and Community Services Department.

CUSTOMER PRIVACY

The Attendance Sheet, Class List and other forms contain personal and private information for each participant and his or her family. It is important that you respect the privacy for each of our participants and not share any personal information. It is also important that these documents are secure so no one else can gain access to this information that is unauthorized.

EMAIL GUIDELINES FOR CONTACTING PARTICIPANTS

Email addresses will be provided to approved Contract Instructors via the roster issued by the City of San Ramon. Only email addresses provided on the roster should be used for official business related to the course/program. In some cases, an email address will not appear on the roster, as it was either not provided by the participant, or was requested to remain private.

Email addresses for course participants must ***only*** be used for direct correspondence related to the specific course/program. The email addresses must never be used for personal use or for means other than City of San Ramon course/program information.

Emails should be used appropriately to convey information that is not easily relayed in person to the program participants. It should not be used to take the place of verbal or direct communication with participants or their parent/guardian which is the preferred method of communication. Communication must be sent to all participant emails as provided and the listing should not be altered in any way.

Your staff representative must be copied on all messages sent to course/program participants.

When sending emails to the course/program participants, all email addresses must be placed in the “BCC” portion of the email as a means to not disclose individuals’ email addresses without their permission.

The email addresses and all other participant information is confidential and must be kept secure at all times.

Instructors should not engage in one on one email communication with minors without the consent of the parent/guardian and in all cases, parents/guardians should be copied on emails.

The email addresses remain the property of the City of San Ramon.

MARKETING YOUR PROGRAM

As a business partner with the Parks & Community Services Department, one of the services we provide is limited marketing support for your programs. All programs that are submitted in accordance with our schedule will be included in the quarterly Recreation Guide that is mailed to all San Ramon residents and available on the City website. Additional marketing performed by the Department includes email blasts to our email subscriber list of nearly 30,000.

As a Contract Instructor, the Department encourages you to market your programs independently. Use of your own marketing channels through the creation of a website, social media, advertising, direct mail, local events (farmers markets, etc) is vital to the success of your program. Should you choose to include the City Logo on your marketing materials, please note that the materials need to be approved prior to distribution by your staff representative. The Department also recommends taking photos during your classes, as pictures are a great tool for marketing your programs in a visual style. If you would like your class photos to be considered for inclusion in the Recreation Guide or on the Department’s online registration website, please submit them with your course information to your staff representative.

As a Contract Instructor you may also want to distribute a flyer/promotional material at a City facility. The flyer/promotional item must include a City logo and be approved by the Department’s Marketing Analyst prior to being distributed in a City facility. Additionally, if you have access to Microsoft Publisher, the Department can provide you with pre-approved flyer templates to make flyer creation even easier. Flyers created on a Department flyer template need to be reviewed for accuracy by your staff representative prior to distribution.

When utilizing the City of San Ramon logo it is important for you to remember that you are representing the City as well as your individual class. As a partner, the Department strives to represent your business/programs in a positive manner in all of our marketing efforts. Conversely, the Department asks that you request a high resolution file directly from your staff representative as well as requesting a review and approval of your marketing materials.

6. PROGRAM RULES AND GUIDELINES

REGISTRATION

Participants must register before attending a class/program. Registration for programs is accepted at our Community Centers, Aquatics Centers, online at www.SanRamonRecGuide.com, or by fax. Independent Contract Instructors will not accept any registration directly from customers for any reason. If you have any registration questions they can be directed to the San Ramon Community Center at 973-3200.

REFUNDS, TRANSFERS, AND PRORATED PAYMENTS

All refunds, transfer and withdraws must be submitted in writing by the participant and will incur a fee as follows: All refund will incur a \$5 processing fee.

7 Days Before the Program Begins or the Registration Deadline

- Customers may withdraw from the program/class and have a credit placed on their account without incurring the processing fee.
- Full refunds (less processing fee) will be issued for requests received 7 days prior to the start of the class/program. Refunds will be returned in the form of the original payment or can be left on the customer's account as a credit.

Within 7 Days

- Credit will be given if the program meets the minimum attendance requirements.
- Refunds (less processing fee) will only be given if a substitution is made for your spot.

After the Program Begins

- All refund requests after the program begins are not guaranteed. Staff representatives will review each request on an individual basis.
- Failure to attend a program (no shows) will not be granted a refund or credit.
- Refunds or credits will not be issued for requests received after the program is finished.

Staff representatives will determine if the request meets the accepted criteria and will correspond with the customer. Instructors should refrain from approving refund or transfer requests.

Prorated Registrations

Registration for classes will be accepted until 25% of the program has been completed and a prorated payment will be accepted, as long as there is space permitting. Contract Instructors will be paid based on the prorated payment.

If you do not want to accept late registrations then please let your staff representative know. We can prevent late registrations if it will significantly affect your program.

Non-Resident Registrations

Non-residents pay a 25% premium for classes and programs; however, Contract Instructors will be paid based on the resident rate. If a non-resident registers for one of your classes you will be paid the regular per student rate at the resident rate.

Employee Registrations

City of San Ramon Employees and their immediate family members receive a 20% discount on classes and programs. If a City of San Ramon Employee or family member registers for one of your classes you will be paid the regular per student rate minus 20%.

FACILITY PROCEDURES

Please submit a Room Layout Form (Appendix D) to request how your room should be set up in a specific manner. This is important to ensure that your room will be set up to your specifications when you arrive. If you have requests for specific equipment such as a white board or projector screen, please list it on the Room Layout Form.

If you are doing projects that may be messy, such as painting, please cover the tables prior to the project.

At the end of the day, please leave your room or space as clean as possible as there may be other programs using the room or space after you. Please wipe down any tables/chairs and pick up trash around the room and floor.

Please note that smoke machines, sparklers, use of dry rice, birdseed, flower petals, loose glitter, confetti, color packets, sand, and bubbles are prohibited both inside and outside the facility. Painters tape is the only adhesive that is acceptable for use of hanging items directly on the wall. If painters tape is used, it must be removed following the conclusion of the day. The use of nails, tacks, staples, adhesive tape, etc. is prohibited Exits and exit signs must not be covered or obstructed at any time. Mylar balloons are prohibited.

FORMS

Attendance Sheets

Attendance sheets will be provided to Contract Instructors at the Community Center or by your staff representative prior to the class. The Attendance Sheet has the names of students registered in the class. Please take attendance every class. The Attendance Sheets will need to be submitted to your staff representative with your Class Report to process your payment for the program.

Class List

The Class List contains personal information for each student. It has age, grade, home phone and parent name. This is for the Instructor's information only. Please keep this information secure and return with the Attendance Sheet when the course is completed.

Accidents and Incident Reports (Appendix E)

If an accident or incident occurs in your class please follow the procedures listed below:

1. A two-page Accident/Incident Form should be filled out as completely and thoroughly as possible. This often will be the only written record of accidents or incidents and will be helpful for future reference. Remember to only state facts and not opinions as to what occurred.
2. After the form is completed, forward it to your staff representative within 24 hours.
3. Accident/Incident Forms are available at the Community Center or from your staff representative.

Instructor Payments/Class Report Form

When the class is over you will need to complete a Class Report Form to begin the payment process. Submit the Class Report Form with your Attendance Sheet(s) to your staff representative. Payments may take 30 days once the paperwork has been received. Checks will be mailed to the address on file. A Class Report Form is attached for your convenience. (See Appendix F)

CONTACTING YOUR STAFF REPRESENTATIVE

As an Independent Contract Instructor, your staff representative, whom you have been assigned to, is the immediate contact for help in implementing your teaching duties. Your staff representative will provide you with contract information for reaching them during business hours.

DUTIES AND EXPECTATIONS

Independent Contract Instructors should not use their status to alter or interfere with the work of the City of San Ramon. Independent Contract Instructors should abide by all rules and regulations, all written and verbal guidelines, directions and instructions of the Parks & Community Services Department and its staff.

ATTENDANCE

Your role as an Independent Contract Instructor is important to the individuals you serve, the programs, and the City of San Ramon; therefore, if you are unable to teach your program, please call your assigned staff representative. Please call as early as possible to afford them the most time possible to contact your students.

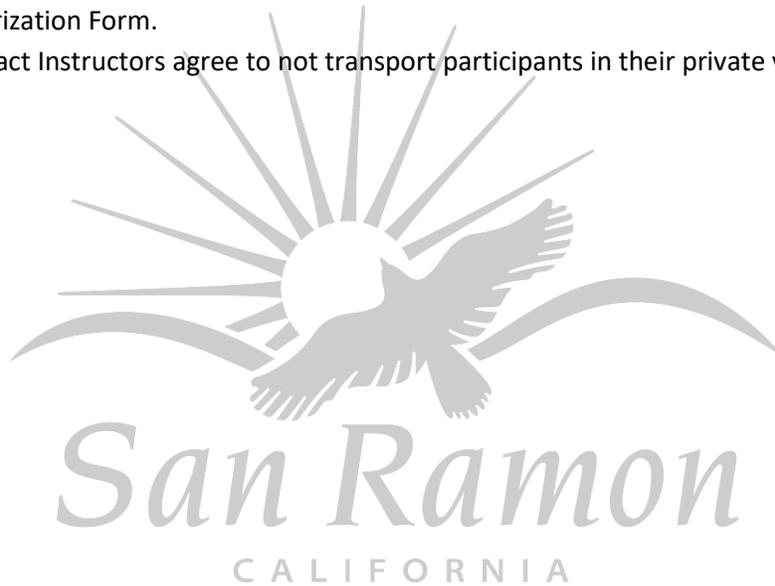
TERMINATION

Contracts may be canceled by the City only in the event that 1) there is insufficient registration to satisfy the expense of operating the program, 2) sufficient funds have not been appropriated by the City Council, or 3) upon breach of the contract by the Independent Contractor to render services under the contract in a professional manner, considering the type of activity involved. Independent Contractor will be paid only for that part of the

contract which he/she fulfills. If a class does not take place because of Independent Contractor's illness, or because of a holiday, it is to be made up at a time selected by the Independent Contractor and approved by the City. Cancellation of this contract by either party must be done in writing and sent by registered mail to Parks and Community Services Division Manager, 7000 Bollinger Canyon Road San Ramon, CA 94583 and the Independent Contractor within 30 days of the date of cancellation.

INDEPENDENT CONTRACT INSTRUCTOR RELATIONSHIPS WITH MINORS

1. In order to protect you, Department staff and program participants, Independent Contract Instructors should refrain from putting themselves into situations where they are alone with a minor (under the age of 18) unobservable by other staff, parents or other participants.
2. Independent Contract Instructors agree to not discipline children by use of physical punishment or by failing to provide the necessities of care, such as food and shelter.
3. Independent Contract Instructors agree to not verbally or emotionally abuse or punish children or humiliate participants
4. Independent Contract Instructors agree to never release a child to anyone other than the individuals listed on the Pick-Up Authorization Form.
5. Independent Contract Instructors agree to not transport participants in their private vehicles.



7. EMERGENCY PROCEDURES

In accordance with the City of San Ramon Emergency Action Plan, please follow these emergency evacuation procedures. The need for an emergency evacuation can be for many reasons. These may include fire alarm, earthquake, weather or other hazardous conditions. During an evacuation, Instructors are responsible for the participants in their program. These procedures shall be followed when conditions are created which require building evacuation:

1. Follow the prescribed evacuation route through the nearest door, unless the emergency blocks the evacuation route. If so, evacuate the alternate path noted. Note: There are evacuation plans noted in all public facilities. Instructors are responsible to know the evacuation routes in the building.
2. Use stairways. Never use elevators.
3. Close all doors when leaving.
4. Be sure all persons in the area are evacuated and help those who need assistance.
5. Report to the assigned location on the evacuation map.
6. Be sure all participants are accounted for and wait for instructions from City of San Ramon Staff or Police Officer.
7. Take roll and make sure that everyone who was in attendance is present and evacuated.

Responsibility of Instructors:

1. Instructors are expected to ensure the safety and supervision of their participants in the event of an evacuation.
2. Instructors should take roll and have their attendance or class list to record everyone at the beginning of the class and after the evacuation.
3. After an evacuation, Instructors will stay with participants under the age of 18 until they have been released to a parent or guardian.
4. In the event that a parent or guardian does not pick up their participant under the age of 18 after the scheduled class end time, Instructor must stay with the participant or release the participant(s) to City of San Ramon Staff or Police Officer.
5. Should an Instructor be injured or need to leave immediately, they must release their participant(s) under the age of 18 to City of San Ramon Staff or a Police Officer before leaving.
6. Follow all directions of safety personnel and city staff.

SAFETY

The City of San Ramon regards its contractor instructors as a valuable asset. Therefore, the practice of safety and the prevention of accidents are important responsibilities for all. Please follow the following guidelines for safety:

1. Please report any unsafe conditions or behaviors to your assigned staff representative immediately.
2. Independent Contract Instructors should follow strict observance of all safety rules during activities and equipment use when working. **Ensuring the safety of participants in a program that you are teaching is very important.**

3. Visually inspect the program area you are responsible for, noting any potentially hazardous equipment or areas. If, in your opinion, any aspect of the program area is unsafe, please notify your assigned staff representative and take actions so as to ensure the safety of the participants.
4. Do not allow participants, instructors, or volunteers to use unsafe equipment or participate in or around unsafe areas. If in doubt, don't use the equipment or area.

PARTICIPANT MINOR ACCIDENTS/ILLNESS

1. If a participant in a program where you are teaching is injured, please notify your assigned staff representative or another City of San Ramon staff member immediately. Regardless if the injury is minor or not, City staff must be made aware of it as soon as possible. Most of the City of San Ramon staff members are CPR and First Aid certified, and are willing and able to respond to all injuries in a quick and efficient manner.
2. Always use personal protective equipment depending on the situation when administering first aid to anyone (i.e. rubber gloves).
3. If you are CPR/First Aid certified you are protected by the Good Samaritan Law.

SERIOUS ACCIDENTS/ILLNESS

1. Immediately alert the closest City of San Ramon Staff member.
2. **DO NOT MOVE** the injured participant unless their life is in immediate danger. Use emergency telephone number **9-1-1**. Say "This is an emergency". Give victim's name and age. Give description of accident, injuries (as much as is known), and the service needed, location of your area (school, park, facility), and phone number. **Do not hang up until directed to do so by the Dispatcher. Be sure you know the street address of your program site.**
3. If you are on a cell phone call dispatch directly at 973-2779 or 838-6691.
4. The 911 Operator will decide if an ambulance is necessary and should make the appropriate call.
5. **DO NOT discuss the accident with anyone at any time** other than emergency personnel. Your staff representative will provide the necessary information to parents, other program participants or the press.
6. **DO NOT** Transport an injured participant yourself. Stay with the injured participant until a parent or Emergency Personnel transports or releases the injured person.
7. **AED Information** – Automated External Defibrillators are located in all PCS facilities. Please become familiar with the location of the AED in each facility where you are working.

ACTIVE SECURITY SITUATIONS

An "Active Killer" is any person(s) who is trying to kill as many people as possible, usually for no particular reason. They have a desire to kill and seriously injure without concern for their safety or threat of capture. The Killer normally has intended victims and searches them out, but accepts targets of opportunity while searching for or after finding intended victims. He/she will continue to move throughout the building area until stopped by law enforcement, suicide, or other intervention. The Killer's mentality is not escape. His/her goal is to kill and injure. There is no "typical profile" for active killers.

In the unlikely event there is an active security situation remember to Run, Hide, or Fight.

Run as your first response. Have an escape route and plan in mind and leave your belongings behind. Help all participants escape, especially minors who are your responsibility. Once clear, warn/prevent other individuals from

entering. Do not attempt to move wounded people. When exiting the area keep your hands visible and follow police instructions. Call 911 when you are in a safe area.

Hide if you are unable to run away. Your hiding spot should be out of the active killer's view, provide protection if gunshots are fired, and not restrict options for movement.

Fight as an absolute last resort. You must act as aggressively as possible, improvise weapons and throw items, and yell. Most importantly, **commit** to your actions.

Your response and actions will influence others. Stay calm and assure others that you and the police are working to protect them. Secure the immediate area—whether it is classroom, bathroom, or office.

When contacting Emergency Personnel call 911 (if using a land line) or the San Ramon Police Department Dispatch at 925-973-2779 or 838-6691 (if using a cell phone). Know what to report, your specific location, number of people at your specific location and number of potential victims, injuries. Also relay any assailant information (location, number of assailants, race, gender, clothing color and style, physical features, type(s) of weapons, backpacks, have you heard any explosions separate from gunshots?).

SAFETY TIPS

- Whether you are going to school or working take ownership of making sure your location is safe.
- Be aware of your surroundings (i.e. location of exits/potential escape routes, doorways, etc.)
- Report suspicious persons to San Ramon Police Department immediately
- Program SRPD dispatch (925) 973-2779 or 838-6691 into your cell phone (911 calls from cell phones go to CHP Dispatch). A suggestion is to enter the contact as AASRPD so that it goes to the top of your contact list

CONCUSSIONS

Concussion, a type of traumatic brain injury, is caused by a bump, blow, or jolt to the head. Concussions can also occur from a blow to the body that causes the head and brain to move rapidly back and forth—literally causing the brain to bounce around or twist within the skull.

Most participants with a concussion will recover quickly and fully. But for some participants, signs and symptoms of concussion can last for days, weeks, or longer. If a participant has a concussion, his or her brain needs time to heal. A repeat concussion that occurs before the brain recovers from the first—usually within a short time period (hours, days, weeks)—can slow recovery or increase the chances for long-term problems. In rare cases, repeat concussions can result in brain swelling or permanent brain damage. It can even be fatal.

Concussions can result from a fall or from participants colliding with each other, the ground, or with an obstacle. Even a “ding,” “getting your bell rung,” or what seems to be a mild bump or blow to the head can be serious.

Instructors are on the front line in identifying a participant with a suspected concussion. You know your participants well and can recognize when something is off—even when the participant doesn't know it or doesn't want to admit it.

To help spot a concussion, you should watch for and ask others to report the following two things:

1. A forceful bump, blow, or jolt to the head or body that results in rapid movement of the head.

AND

2. Any concussion signs or symptoms, such as a change in the participant's behavior, thinking, or physical functioning.

The signs and symptoms of concussion can show up right after an injury or may not appear or be noticed until hours or days after the injury. Be alert for any of the following signs or symptoms. Also, watch for changes in how the individual is acting or feeling, if symptoms begin to appear or get worse, or if the individual just "doesn't feel right."

Concussion Signs Observed

- Can't recall events *prior to or after* a hit or fall.
- Appears dazed or stunned.
- Forgets an instruction, is confused about an assignment or position, or is unsure of the game, score, or opponent.
- Moves clumsily.
- Answers questions slowly.
- Loses consciousness (*even briefly*).
- Shows mood, behavior, or personality changes.

Concussion Symptoms Reported

- Headache or "pressure" in head.
- Nausea or vomiting.
- Balance problems, dizziness, or double or blurry vision.
- Bothered by light or noise.
- Feeling sluggish, hazy, foggy, or groggy.
- Confusion, or concentration or memory problems.
- Just not "feeling right" or "feeling down".

Dangerous Signs & Symptoms of a Concussion – Call 911

- One pupil larger than the other.
- Drowsiness or inability to wake up.
- A headache that gets worse and does not go away.
- Slurred speech, weakness, numbness, or decreased coordination.
- Repeated vomiting or nausea, convulsions or seizures (shaking or twitching).
- Unusual behavior, increased confusion, restlessness, or agitation.
- Loss of consciousness (passed out/knocked out). Even a brief loss of consciousness should be taken seriously.

Instructors should repeatedly check for signs of concussions. If any concussion symptoms are present then remove the participant from the activity, contact a parent/legal guardian and program supervisor immediately, and complete an Accident Form and Concussion Fact Sheet. If no signs or symptoms are

present then continue to monitor the participant regularly. Any worsening of concussion signs or symptoms indicates a medical emergency.

HEAT SAFETY

Physical activity in hot and/or humid environmental conditions poses special problems. Heat stress and resulting heat illness is a primary concern in these conditions. Although deaths from heat illness are rare, constant surveillance and education are necessary to prevent heat-related problems. Being aware of outdoor temperature, how it affects the body, and how to combat its' effects are important ways to stay safe in the heat.

The City of San Ramon Parks & Community Services Department takes heat illness very seriously. Throughout the course of the year, City of San Ramon Parks & Community Services Department staff will monitor the outdoor heat index. Ensuring program participant and visitor safety must be a priority. Scheduled activities may be altered, slowed or adjusted for heat.

Instructors are recommended to download the OSHA-NIOSH Heat Safety Tool App on their iPhone or Android device. Instructors should check the app for the current and forecasted heat index on a regular basis. In the event of Moderate, High, or Extreme Risk conditions, instructors should discuss with their City contact any program modifications for outdoor programs.

AIR QUALITY INDEX (AQI)

"Unhealthy for Sensitive Groups" AQI is 101 to 150. Although general public is not likely to be affected at this AQI range, people with lung disease, older adults and children are at a greater risk from exposure to ozone, whereas persons with heart and lung disease, older adults and children are at greater risk from the presence of particles in the air. When the AQI is 101 to 150, all youth outdoor programs will be moved indoors.

"Unhealthy" AQI is 151 to 200. Everyone may begin to experience some adverse health effects, and members of the sensitive groups may experience more serious effects. Low air quality is a health risk for patrons, program participants and staff. If the Air Quality Index (AQI) reaches 151 or above, all aquatic facilities will be closed and any remaining outdoor programs will be cancelled. All programs and outdoor facilities will re-open at the discretion of City staff once the AQI reaches acceptable levels. The following website is what the City uses to monitor air quality: <https://www.airnow.gov/>.

8. STAFF AND FACILITY INFORMATION

PARKS AND COMMUNITY SERVICES STAFF

Staff Name	Title	Ext. 973-	Email
Adam Chow	Recreation Supervisor	3321	achow@sanramon.ca.gov
Amanda Tugwell	Recreation Coordinator	2607	atugwell@sanramon.ca.gov
Andrew Hubbard	Recreation Supervisor	3231	ahubbard@sanramon.ca.gov
Andrew Mendes	Recreation Coordinator	3351	amendes@sanramon.ca.gov
Becky Adams	Program Manager	3273	radams@sanramon.ca.gov
Brad Morris	Program Manager	2604	bmorris@sanramon.ca.gov
Cristi Toman	Administrative Coordinator	2602	ctoman@sanramon.ca.gov
Edwin Tse	Recreation Coordinator	3268	etse@sanramon.ca.gov
Erika Valentine	Recreation Coordinator	3205	evalentine@sanramon.ca.gov
James Spielvogel	Recreation Technician	3252	jspielvogel@sanramon.ca.gov
Janan Jajeh	Recreation Technician	3376	jjajeh@sanramon.ca.gov
Jennifer Gault	Recreation Supervisor	3375	jegault@sanramon.ca.gov
Jessica Reaber	Recreation Coordinator	3272	jreaber@sanramon.ca.gov
Jody Curley	Recreation Coordinator	3208	jcurley@sanramon.ca.gov
Jordan Foss	Administrative Analyst	2614	jfoss@sanramon.ca.gov
Kathi Heimann	Director	2611	kheimann@sanramon.ca.gov
Kathy Schiller	Office Technician	3250	kschiller@sanramon.ca.gov
Keith Haase	Program Manager	2605	khaase@sanramon.ca.gov
Kevin Boggs	Recreation Coordinator	3246	kboggs@sanramon.ca.gov
Mike Fanelli	Recreation Supervisor	2610	mfanelli@sanramon.ca.gov
Nicole Blazin	Administrative Analyst	2603	nblazin@sanramon.ca.gov
Peter Chan	Office Technician	3203	pchan@sanramon.ca.gov
Reba Hilst	Office Technician	3247	rhilst@sanramon.ca.gov
Riannon Thomas	Recreation Coordinator	3322	rthomas@sanramon.ca.gov
Stacy Munsell	Office Specialist	3226	smunsell@sanramon.ca.gov
Steve Cox	Recreation Supervisor	3207	scox@sanramon.ca.gov
Suzy Chow	Recreation Coordinator	3211	schow@sanramon.ca.gov
Travis Russey	Recreation Technician	3324	trussey@sanramon.ca.gov

FACILITY PHONE NUMBERS

Alcosta Senior & Community Center	(925) 973-3250
Amador Rancho Community Center	(925) 895-9508
Dougherty Valley Aquatic Center	(925) 973-3335
Dougherty Valley Performing Arts Center	(925) 973-3343
Forest Home Farms Historic Park	(925) 973-3284
San Ramon Community Center	(925) 973-3200
San Ramon Olympic Pool & Aquatic Park	(925) 973-3240



Independent Contract Instructor Agreement

I, _____ (please print) have read, understood, and will abide by the Independent Contract Instructor Handbook while working with the City of San Ramon.

Signature

Date

Address

Phone Numbers

**SAN RAMON PARKS & COMMUNITY SERVICES DEPARTMENT
PROCEDURES AND POLICY MANUAL**

<u>Policy:</u> <i>Harassment in the Workplace: City Policy</i>		<u>Approved:</u> November 27, 2007 <u>Revised:</u> May 27, 2009 <u>Reviewed:</u> March 10, 2015
<u>Program:</u> ALL STAFF	<u>Approved by:</u> Department Director Division Manager	<u>Attachments:</u> Attachment A: Equal Employment Opportunity Policy Handbook

Every supervisor, employee, and volunteer is responsible for ensuring a work environment free from unwelcome sexual behavior, comments or gestures. Sexually suggestive objects, signs, magazines, or pictures may also be considered as sexual harassment. Supervisors, employees, or volunteers who suspect that sexual harassment conditions exist are required to report the situation to one of the following staff members; immediate supervisor, Program Manager, Division Manager, Department Director, or a member of the Human Resources Department.

The City of San Ramon does not tolerate sexual harassment. Disciplinary action will be taken against persons engaging in or condoning sexual harassment or harassment based on any of the protected classifications including age, gender, race, religion, marital status, medical condition, sexual orientation, citizenship, veteran status, ethnicity, disability.

All employees and volunteers must comply with the City policy regarding Sexual Harassment and abide by all of the guidelines and rules in the Equal Employment Opportunity Policy Handbook (Attachment A). A copy of the handbook was provided to all employees, unpaid interns and volunteers during their orientation meeting when they began employment or volunteering with the City. Copies of the handbook are also located at SRCC, DSCC, SROP, ASCC, ARCC and the HR Department.

All employees and volunteers must attend mandatory City sponsored training on sexual harassment and harassment in the workplace. Failure by employees to attend mandatory trainings will be noted on annual performance evaluations and may result in disciplinary action. Volunteers who fail to attend mandatory training may be subject to termination of their services.

**SAN RAMON PARKS & COMMUNITY SERVICES DEPARTMENT
PROCEDURES AND POLICY MANUAL**

<u>Policy:</u> <i>Americans with Disabilities Act (ADA)</i>		<u>Approved:</u> December 4, 2007 <u>Reviewed:</u> September 2014
<u>Program:</u> ALL STAFF	<u>Approved by:</u> Department Director Division Manager Program Managers	<u>Attachments:</u> Attachment A: Inclusion Policy & Procedure Attachment B: City of San Ramon Policy- Americans with Disabilities Act

1. All employees should refer to the City policy of Americans with Disabilities Act (ADA).
2. It is the policy of the Parks and Community Services Department to fully comply with the provisions of the ADA.
3. Within the P & CS Department, all employees should follow the Inclusion Plan Procedure as attached.

City of San Ramon Parks and Community Services Accommodations Procedure

The San Ramon Parks and Community Services Department encourages individuals with disabilities to integrate into community recreation activities. The department will make a reasonable accommodation to facilitate the participation of an individual with a disability in our programs. The Therapeutic Recreation staff follows a procedure for providing these accommodations. The outline of the accommodation procedure is as follows:

Creation of an accommodation plan:

A participant with a disability registers for a program and requests special accommodations by checking off the box on the registration form.

A copy of the registration form is forwarded to the Therapeutic Recreation Coordinator.

The TR Coordinator evaluates each request for accommodation and may contact registrant and/or his/her family for additional information

The TR Coordinator determines what accommodations are to be implemented, completes a TR Participant Profile (see attached) and directs copies to the program coordinator and/or manager and other appropriate staff.

**SAN RAMON PARKS & COMMUNITY SERVICES DEPARTMENT
PROCEDURES AND POLICY MANUAL**

Creation of an accommodation plan when there is no request/no check off:

If a participant is deemed to be disruptive or unsafe, then the program coordinator or manager will inform the TR Coordinator of concerns.

The TR Coordinator will then observe and assess the participant in the program, write a report, make recommendations for accommodations and direct copies to the program coordinator and/or manager in a timely manner.

City of San Ramon Parks and Community Services Department
Inclusion Policy and Procedure

The San Ramon Parks and Community Services Department has developed the following as its inclusion policy:

The San Ramon Parks and Community Services Department welcomes and encourages the participation of children and adults with disabilities in all of our programs and services. To facilitate opportunities for participants with and without disabilities to engage in recreational pursuits together, the Parks and Community Services Department provides inclusion services.

The department provides opportunities for inclusion as well as programs specifically designed for persons with disabilities.

In addition to our inclusion statement, the following is listed on our registration page in the Activity Guide to make registration as easy as possible.

Easy Steps to Inclusion – Let Us Help!

- *Select a program*
- *Complete registration form*
- *Register at least 2 weeks ahead to allow us to make arrangements*
- *Check “special accommodations box”*
- *Write on envelope: Attn: Assistance Requested*

The process for inclusion is as follows:

Participant with a special need registers at least 2 weeks in advance of class or program start date.

Participant then requests special accommodations by checking the box on the registration form and/or indicating “special accommodations needed” on the envelope.

A copy of the registration form is forwarded to the Therapeutic Recreation office.

Therapeutic Recreation staff evaluates each request for accommodations and may contact registrant and/or his/her family for additional information.

TR staff determines what accommodations are to be implemented, completes a TR Participant Profile and directs copies to the program coordinator and/or manager and other appropriate staff.

* If staff is not notified that a participant with a special need is enrolled in a class the following steps are followed:

If a participant is deemed to be disruptive or unsafe, then the program coordinator or manager will inform the TR office of its concerns.

The TR staff will then observe and assess the participant in the program, write a report, make recommendations for accommodations, meet or speak with parents, (if necessary,) and direct copies to the program coordinator and/or manager in a timely manner.



**CITY OF SAN RAMON
HUMAN RESOURCES PROCEDURES**

Human Resources Management	Americans with Disabilities Act (ADA)
Date: May 14, 1996	Pages: 6

I. POLICY STATEMENT:

On July 26, 1990, the Americans with Disabilities Act (ADA) was signed into law. This measure is a civil rights bill giving disabled people protection from discrimination in employment and in access to commercial facilities, transportation, telecommunications, and state and local government services.

The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 prohibit discrimination against qualified individuals with disabilities from participation in services, programs or activities open to the general public, regardless of the availability of services or activities designed especially for individuals with disabilities.

II. BACKGROUND:

The City of San Ramon will provide any qualified individual with a disability a reasonable accommodation that is effective in affording equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement as that provided to others.

A qualified individual with a disability is hereby defined as any person who: (1) has a physical or mental impairment that substantially limits one or more major life activities; or (2) has a record or history of such impairment; or (3) is regarded as having such impairment.

It is the policy of the City of San Ramon not to aid or perpetuate discrimination against a qualified individual with a disability.

Furthermore, it is the policy of the City of San Ramon to make reasonable accommodation to the physical or mental limitations of qualified applicants or employees with disabilities, including job restructuring, part-time or modified work schedules, acquisition or modification of equipment or devices, the provision of readers or qualified sign language interpreters, and other similar actions.

All these provisions apply to employees, contractors, consultants, volunteers, vendors, suppliers, part-time workers, elected or appointed officials, and other non-employees during the conduct of City-business or while on City property.

III. PROCEDURE:

The purpose of this procedure is to resolve as promptly as possible complaints that the City has violated Title II of the Americans with Disabilities Act by unlawfully discriminating against an individual or a group of individuals on the basis of disability in providing and administering services, programs or activities.

An individual who believes that he or she or a specific class of individuals has been subjected to discrimination on the basis of disability by the City may, by himself or herself or by an authorized representative, file a complaint under this procedure.

A. Filing Time

In order to facilitate the investigation, the complainant is encouraged to submit the complaint within 30 days of the alleged incident(s). Where reasonable circumstances prevent the filing of the complaint within this time period, complaints received after this time period may be accepted.

B. Information Required in the Complaint:

Complaints may be filed on the complaint form provided by the City.

A complainant may file a complaint on the attached complaint form. If a complainant chooses not to use this form, the complaint may be filed in writing or verbally and must include the following information:

1. The complainant's name, address and telephone number. If a representative is filing the complaint on the complainant's behalf, his or her name, address and telephone number must also be included.
2. A description of the offending behavior(s) or action(s) or violation(s).
3. The date(s), time(s) and location(s) of the incident(s).
4. If the incident(s) involved a City employee(s), his or her name should be included, if known by the complainant.
5. The name(s) of witnesses, if any.
6. If the complaint is being filed on behalf of a group of people or on behalf of a third person, all of the alleged victims of discrimination should be described or identified by name, if possible.

7. The remedy desired.
8. The signature of the victim of the alleged discrimination or the signature of his/her authorized representative.

C. Where to File

The complaint should be filed with the City's Human Resources Office. Complaints may be mailed or filed in person. Verbal complaints shall be filed with the Human Resources

D. Assistance for Complaints

In compliance with Title II of the Americans with Disabilities Act, Human Resources shall be responsible for providing assistance in using this procedure to alleged victims of discrimination who seek redress through this procedure.

E. Investigation

Upon receipt of a complaint, Human Resources shall investigate all charges. The investigation shall include interviews with: (a) the complainant; (b) the person(s) allegedly engaged in discrimination; and (c) any other person Human Resources believes to have relevant knowledge concerning the complaint. Human Resources shall also consider any written evidence which is given.

Upon completion of the investigation, Human Resources shall review factual information gathered through the investigation to determine whether the alleged conduct constitutes discrimination, giving consideration to all factual information, the totality of the circumstances, including the nature of the alleged discriminatory conduct and the context in which the alleged incident(s) occurred.

F. Written Report

Human Resources will then prepare a written report setting forth: (1) the results of the investigation; (2) a determination as to whether discrimination occurred; (3) if discrimination occurred, the remedy which will be provided by the City. Copies of the report shall be provided to appropriate persons, including, but not limited to the complainant, the person(s) allegedly engaged in discrimination, the Department involved, and the City Manager.

G. Employee Discipline

If Human Resources determines that a City employee(s) unlawfully discriminated against an individual(s), the City will take appropriate disciplinary action commensurate with the severity and/or frequency of the offense and pursuant to City disciplinary policies and procedures.

H. Retaliation

The City will not retaliate against potential victims for filing a complaint and will not knowingly permit retaliation by its officers and/or employees. The City will take reasonable steps to protect complainants from retaliation as a result of filing a complaint.

IV. FUNDING SOURCE:

Not applicable.

V. ATTACHMENTS:

Complaint of Discrimination on the basis of Disability.

**COMPLAINT OF DISCRIMINATION
ON THE BASIS OF DISABILITY**

Identity of individual who believes he/she has been discriminated against on the basis of disability:

Name Address Telephone No.

Have you authorized someone to file this complaint on your behalf:

___ Yes ___ No. If yes, please provide the following information for the authorized representation:

Name Address Telephone No.

Please describe the City's alleged discriminatory action in enough detail so that the nature of your complaint can be clearly understood:

If the incident(s) involved a City employee(s), please provide his or her name(s) and or department, if you know this information:

Please give the name(s) and address(e's), if known, of any witnesses to the alleged discrimination:

If the complaint is filed on behalf of a group of people or of a third person, please provide the names and addresses of all the victims of the alleged discrimination, if possible:

What actions do you want taken to correct the alleged discrimination?

Is there any other information you want the City to know concerning your discrimination claim?

Signature of (check one)

- Victim of alleged discrimination
- Authorized representative

Signature

Date

**SAN RAMON PARKS & COMMUNITY SERVICES DEPARTMENT
PROCEDURES AND POLICY MANUAL**

<u>Policy:</u> <i>Mandated Reporter:</i> <i>Child, Elder and Dependent Adult Abuse</i>		<u>Approved:</u> June 2011 <u>Revised:</u> June 26, 2012 May 21, 2014 March 9, 2015
<u>Program:</u> ALL STAFF, INDEPENDENT CONTRACTORS, AND VOLUNTEERS	<u>Approved by:</u> Department Director Division Manager	<u>Attachments:</u> Attachment A: State Penal Code 11164 – 11174.3 Attachment B: Mandated Reporter Verbal Report Form Attachment C: Child Investigation Report Form SS 8572 Attachment D: Report of Suspected Dependent Adult/Elder Abuse Form SOC 341 Attachment E: City’s Mandated Reporters Policy Attachment F: Acknowledgment of Mandated Reporting Requirements and Receipt of Penal Code Statutes for Employees

All employees and volunteer coaches (coaches, instructional aides and mentors) should refer to the current City Administrative Policy on Mandated Reporters (Attachment E) and follow all procedures at all times.

This policy addresses the role of Parks and Community Services employees, contractors and select volunteers (coaches, instructional aides and mentors) of a public youth center, youth recreation program, public day camp, any athletic coach, or whose duties require direct contact and supervision of children, older adults, or dependent adults as mandated reporters when any form of child or elder abuse is suspected. As an organization that programs for and works with children, older adults (65 and older) and dependent adults (physically, or mentally disabled 18-64) employees, contractors and volunteers may encounter any of these individuals who exhibit signs and symptoms of abuse. Training on this policy will be provided at least annually to all mandated reporters as identified in this policy.

DEFINITIONS:

Mandated Reporter:

Employees, contractors and, volunteer coaches (defined as coaches, instructional aides and mentors) in a public recreation department that serves children, elders and dependent adults and where staff interacts with the above in a professional capacity, are mandated by California law (State Penal Code 11164 – 11174.3) to report known or suspected child abuse and by the (Welfare and Institutions Code Section 15630) to report known or suspected elder/dependent adult abuse. Volunteers (with the exception of coaches, instructional aides and mentors) are excluded from the definition of Mandated Reporters for Child Abuse under the Penal Code, even those who have direct contact with and supervise children [P.C. section 11165.7(b)]. However, it is encouraged that all volunteers obtain training in the identification and reporting of child abuse and neglect and are further encouraged to report known or suspected instances of child abuse and neglect. Mandated Reporters for Elder Abuse are anyone [including volunteers] who has assumed full or intermittent responsibility for care or custody of an elder or dependent adult (WIC 15630).

**SAN RAMON PARKS & COMMUNITY SERVICES DEPARTMENT
PROCEDURES AND POLICY MANUAL**

Child Abuse: Damage to a child for which there is no “reasonable” explanation or you have a reasonable suspicion includes:

- Physical (injury or pattern of injuries that are not accidental)
- Neglect (Occurs when adults responsible for the well-being and care of a child fail to provide for them.)
- Emotional (Any chronic or persistent act by adult that endangers the mental health or emotional development to the degree that the child may harm herself or himself.)
- Sexual (The sexual assault or exploitation of children over long periods of time or a single incident, Sexual assault is defined as forcible rape, sodomy or incest, child molestation, and lewd and lascivious conduct (Penal Code 11165.1). A mandated reporter has a duty to report child abuse when he or she has a reasonable suspicion that a child 13 or younger is engaged in sexual activities with a person of “disparate age” or a person older than 14, regardless of whether the sexual activity is consensual.)

Elder (65 and older)/Dependent Adult (18-64 person with mental or physical disabilities) Abuse

The following are the types of elder/dependent adult abuse:

- Physical (includes- cuts, bruises, dehydration, cigarette burns etc.)
- Financial (mismanagement of money or property)
- Psychological (verbal harassment, threats etc.)
- Neglect (failure of a caregiver to provide basic necessities)
- Self-Neglect (person unable to manage his/her personal needs)
- Isolation (actions, which prevent an elder or dependent adult from receiving mail or phone calls, physical restraint, false imprisonment)

All employees (full time and temporary) and volunteer coaches (defined as coaches, instructional aides and mentors), who have direct contact with children upon hire or prior to volunteering will sign Acknowledgment of Mandated Reporting Requirements and Receipt of Penal Code Statutes (Attachment F).

Independent Contractors will sign acknowledgement of mandated reporter requirements through their contract process with the City.

POLICY

Supervisor/Manager Responsibility:

It is the supervisor’s responsibility to provide adequate training of all staff, all volunteers and contractors who interact with children, elders and dependent adults in a professional capacity on the provisions of this policy including State Penal Code 11164-11174.3 and Welfare and Institutions Code Section 15630, including how to make a report and how to seek assistance, if needed, from the supervisor.

It is the supervisor’s responsibility to assist the mandated reporter, if needed, in making contact with the appropriate agency to report suspected abuse.

Mandated Reporter Responsibility:

It is the mandated reporter’s responsibility to report suspected abuse to Child Protective Services/Adult Protective Services or the San Ramon Police Department or if the staff suspects the child and/or elder/dependent adult is in

**SAN RAMON PARKS & COMMUNITY SERVICES DEPARTMENT
PROCEDURES AND POLICY MANUAL**

immediate/eminant danger (i.e. bruises, marks, fearful to return home) to the San Ramon Police Department immediately.

Any mandated reporter who has knowledge of or observes a child and/or dependent adult/elder, in his or her professional capacity or within the scope of his or her employment or assignment, whom he or she knows or reasonably suspects has been the victim of abuse or neglect must report said observation to a designated child/elder protective agency immediately or as soon as practically possible stating his/her (1)name, (2)name of the child/elder, (3) present location of the child/elder, (4) nature and extent of the injury; and (5) any other information requested by the agency (under Penal Code section 11167, subdivision (a) . Notes of the verbal report should be kept with the reporting file including (1) date of report, (2) name of agency contact, (3) any other comments or instructions received (Mandated Reporter Verbal Report Form, Attachment B).

Within 36 hours of making the verbal report, those with duty to report must file a written report with the appropriate child/elder protective agency using appropriate form highlighted below. A copy of that report shall be attached to the PCS Incident/Accident Form. The Division Manager or Department Director shall provide a copy of the Incident/Accident Form to the San Ramon Police Department.

PCS employees, contractors or volunteers that have reasonable suspicion that an individual has been mistreated under the definitions of this policy and the State laws cited may contact their supervisor to receive guidance on handling the situation or they may directly report to the appropriate reporting agency. The employee's immediate supervisor should always be informed immediately of the situation and a written PCS Department Incident/Accident Form within 24 hours shall be submitted.

If for any reason the mandated reporter is uncomfortable forwarding the report to his/her supervisor (i.e. the report involves the supervisor), the reporter should inform the Division Manager, Department Head, or the city's Human Resources Department.

Child Abuse Reporting: A written report must be filed on the official form listed below as soon as possible or within 36 hours if reporting to Child Protective Services. The address is 400 Ellinwood Way, Pleasant Hill, CA 94523 or fax to (925) 602-6980. The phone number for Child Protective Services is (925) 646-1680. *The Police Department will fill out the form if they are the notified party and investigate the suspected abuse.

Child Investigation Report Form SS 8572 for suspected child abuse. Attachment C (fillable PDF available on G drive)

Dependent Adult/Elder Abuse Reporting: A written report must be filed on the official form listed below as soon as possible or within 2 working days if reporting to Adult Protective Services. The address is 500 Ellinwood Way Ste. 300, Pleasant Hill, CA 94523 or fax to (925) 602-4195. The phone number for Adult Protective Services is (877) 839-4347. *The Police Department will fill out the form if they are the notified party and investigate the suspected abuse.

Report of Suspected Dependent Adult/Elder Abuse Form SOC 341. Attachment D (fillable PDF available on G drive)

San Ramon Police Department Reporting: If a child or elder is in immediate danger, file a verbal report with the Police Department. Call dispatch at (925) 973-2779 and ask for the **Watch Commander**. The Watch Commander will assign an officer to take the report. The verbal report should be followed up with either the Child Investigation Report Form SS 8572 or Report of Suspected Dependent Adult/Elder Abuse Form SOC 341.

Child/Elder abuse reports are confidential and should be disclosed only to personnel who are part of the reporting procedure stated above. Reports should be kept in a separate, secure, confidential file in PCS HR office. A reporter should never give a copy of the report to the parent or caregiver of the individual involved or to anyone else who

**SAN RAMON PARKS & COMMUNITY SERVICES DEPARTMENT
PROCEDURES AND POLICY MANUAL**

does not specifically have legal permission to receive the report. No mandated reporter who reports a suspected incident of abuse or neglect shall be held civilly or criminally liable for any report required or authorized by CANRA (Child Abuse and Neglect Reporting Act).

PENAL CODE

SECTION 11164-11174.3

11164. (a) This article shall be known and may be cited as the Child Abuse and Neglect Reporting Act.

(b) The intent and purpose of this article is to protect children from abuse and neglect. In any investigation of suspected child abuse or neglect, all persons participating in the investigation of the case shall consider the needs of the child victim and shall do whatever is necessary to prevent psychological harm to the child victim.

11165. As used in this article "child" means a person under the age of 18 years.

11165.1. As used in this article, "sexual abuse" means sexual assault or sexual exploitation as defined by the following:

(a) "Sexual assault" means conduct in violation of one or more of the following sections: Section 261 (rape), subdivision (d) of Section 261.5 (statutory rape), 264.1 (rape in concert), 285 (incest), 286 (sodomy), subdivision (a) or (b), or paragraph (1) of subdivision (c) of Section 288 (lewd or lascivious acts upon a child), 288a (oral copulation), 289 (sexual penetration), or 647.6 (child molestation).

(b) Conduct described as "sexual assault" includes, but is not limited to, all of the following:

(1) Any penetration, however slight, of the vagina or anal opening of one person by the penis of another person, whether or not there is the emission of semen.

(2) Any sexual contact between the genitals or anal opening of one person and the mouth or tongue of another person.

(3) Any intrusion by one person into the genitals or anal opening of another person, including the use of any object for this purpose, except that, it does not include acts performed for a valid medical purpose.

(4) The intentional touching of the genitals or intimate parts (including the breasts, genital area, groin, inner thighs, and buttocks) or the clothing covering them, of a child, or of the perpetrator by a child, for purposes of sexual arousal or gratification, except that, it does not include acts which may reasonably be construed to be normal caretaker responsibilities; interactions with, or demonstrations of affection for, the child; or acts performed for a valid medical purpose.

(5) The intentional masturbation of the perpetrator's genitals in the presence of a child.

(c) "Sexual exploitation" refers to any of the following:

(1) Conduct involving matter depicting a minor engaged in obscene acts in violation of Section 311.2 (preparing, selling, or distributing obscene matter) or subdivision (a) of Section 311.4 (employment of minor to perform obscene acts).

(2) Any person who knowingly promotes, aids, or assists, employs, uses, persuades, induces, or coerces a child, or any person responsible for a child's welfare, who knowingly permits or encourages a child to engage in, or assist others to engage in, prostitution or a live performance involving obscene sexual conduct, or to either pose or model alone or with others for purposes of preparing a film, photograph, negative, slide, drawing, painting, or other pictorial depiction, involving obscene sexual conduct. For the purpose of this section, "person responsible for a child's welfare" means a parent, guardian, foster parent, or a licensed administrator or employee of a public or private residential home, residential school, or other residential institution.

(3) Any person who depicts a child in, or who knowingly develops, duplicates, prints, or exchanges, any film, photograph, video tape, negative, or slide in which a child is engaged in an act of obscene sexual conduct, except for those activities by law enforcement and prosecution agencies and other persons described in subdivisions (c) and (e) of Section 311.3.

11165.2. As used in this article, "neglect" means the negligent treatment or the maltreatment of a child by a person responsible for the child's welfare under circumstances indicating harm or threatened harm to the child's health or welfare. The term includes both acts and omissions on the part of the responsible person.

(a) "Severe neglect" means the negligent failure of a person having the care or custody of a child to protect the child from severe malnutrition or medically diagnosed nonorganic failure to thrive. "Severe neglect" also means those situations of neglect where any person having the care or custody of a child willfully causes or permits the person or health of the child to be placed in a situation such that his or her person or health is endangered, as proscribed by Section 11165.3, including the intentional failure to provide adequate food, clothing, shelter, or medical care.

(b) "General neglect" means the negligent failure of a person having the care or custody of a child to provide adequate food, clothing, shelter, medical care, or supervision where no physical injury to the child has occurred.

For the purposes of this chapter, a child receiving treatment by spiritual means as provided in Section 16509.1 of the Welfare and Institutions Code or not receiving specified medical treatment for religious reasons, shall not for that reason alone be considered a neglected child. An informed and appropriate medical decision made by parent or guardian after consultation with a physician or physicians who have examined the minor does not constitute neglect.

11165.3. As used in this article, "the willful harming or injuring of a child or the endangering of the person or health of a child," means a situation in which any person willfully causes or permits any child to suffer, or inflicts thereon, unjustifiable physical pain or mental suffering, or having the care or custody of any child, willfully causes or permits the person or health of the child to be placed in a situation in which his or her person or health is endangered.

11165.4. As used in this article, "unlawful corporal punishment or injury" means a situation where any person willfully inflicts upon any child any cruel or inhuman corporal punishment or injury resulting in a traumatic condition. It does not include an amount of force that is reasonable and necessary for a person employed by or engaged in a public school to quell a disturbance threatening physical injury to person or damage to property, for purposes of self-defense, or to obtain possession of weapons or other dangerous objects within the control of the pupil, as authorized by Section 49001 of the Education Code. It also does not include the exercise of the degree of physical control authorized by Section 44807 of the Education Code. It also does not include an injury caused by reasonable and necessary force used by a peace officer acting within the course and scope of his or her employment as a peace officer.

11165.5. As used in this article, the term "abuse or neglect in out-of-home care" includes physical injury or death inflicted upon a child by another person by other than accidental means, sexual abuse as defined in Section 11165.1, neglect as defined in Section 11165.2, unlawful corporal punishment or injury as defined in Section 11165.4, or the willful harming or injuring of a child or the endangering of the person or health of a child, as defined in Section 11165.3, where the person responsible for the child's welfare is a licensee, administrator, or employee of any facility licensed to care for children, or an administrator or employee of a public or private school or other institution or agency. "Abuse or neglect in out-of-home care" does not include an injury caused by reasonable and necessary force used by a peace officer acting within the course and scope of his or her employment as a peace officer.

11165.6. As used in this article, the term "child abuse or neglect" includes physical injury or death inflicted by other than accidental means upon a child by another person, sexual abuse as defined in Section 11165.1, neglect as defined in Section 11165.2, the willful harming or injuring of a child or the endangering of the person or health of a child, as defined in Section 11165.3, and unlawful corporal punishment or injury as defined in Section 11165.4. "Child abuse or neglect" does not include a mutual affray between minors. "Child abuse or neglect" does not include an injury caused by reasonable and necessary force used by a peace officer acting within the course and scope of his or her employment as a peace officer.

11165.7. (a) As used in this article, "mandated reporter" is defined as any of the following:

- (1) A teacher.
- (2) An instructional aide.
- (3) A teacher's aide or teacher's assistant employed by a public or private school.
- (4) A classified employee of a public school.
- (5) An administrative officer or supervisor of child welfare and attendance, or a certificated pupil personnel employee of a public or private school.
- (6) An administrator of a public or private day camp.
- (7) An administrator or employee of a public or private youth center, youth recreation program, or youth organization.
- (8) An administrator or employee of a public or private organization whose duties require direct contact and supervision of children.
- (9) An employee of a county office of education or the State Department of Education whose duties bring the employee into contact with children on a regular basis.
- (10) A licensee, an administrator, or an employee of a licensed community care or child day care facility.
- (11) A Head Start program teacher.
- (12) A licensing worker or licensing evaluator employed by a licensing agency, as defined in Section 11165.11.
- (13) A public assistance worker.
- (14) An employee of a child care institution, including, but not limited to, foster parents, group home personnel, and personnel of residential care facilities.
- (15) A social worker, probation officer, or parole officer.
- (16) An employee of a school district police or security department.
- (17) A person who is an administrator or presenter of, or a counselor in, a child abuse prevention program in a public or private school.
- (18) A district attorney investigator, inspector, or local child support agency caseworker, unless the investigator, inspector, or caseworker is working with an attorney appointed pursuant to Section 317 of the Welfare and Institutions Code to represent a minor.
- (19) A peace officer, as defined in Chapter 4.5 (commencing with Section 830) of Title 3 of Part 2, who is not otherwise described in this section.
- (20) A firefighter, except for volunteer firefighters.
- (21) A physician and surgeon, psychiatrist, psychologist, dentist, resident, intern, podiatrist, chiropractor, licensed nurse, dental hygienist, optometrist, marriage and family therapist, clinical social worker, professional clinical counselor, or any other person who is currently licensed under Division 2 (commencing with Section 500) of the Business and Professions Code.
- (22) An emergency medical technician I or II, paramedic, or other person certified pursuant to Division 2.5 (commencing with Section 1797) of the Health and Safety Code.
- (23) A psychological assistant registered pursuant to Section 2913 of the Business and Professions Code.
- (24) A marriage and family therapist trainee, as defined in subdivision (c) of Section 4980.03 of the Business and Professions Code.
- (25) An unlicensed marriage and family therapist intern registered under Section 4980.44 of the Business and Professions Code.
- (26) A state or county public health employee who treats a minor

for venereal disease or any other condition.

(27) A coroner.

(28) A medical examiner or other person who performs autopsies.

(29) A commercial film and photographic print or image processor as specified in subdivision (e) of Section 11166. As used in this article, "commercial film and photographic print or image processor" means a person who develops exposed photographic film into negatives, slides, or prints, or who makes prints from negatives or slides, or who prepares, publishes, produces, develops, duplicates, or prints any representation of information, data, or an image, including, but not limited to, any film, filmstrip, photograph, negative, slide, photocopy, videotape, video laser disc, computer hardware, computer software, computer floppy disk, data storage medium, CD-ROM, computer-generated equipment, or computer-generated image, for compensation. The term includes any employee of that person; it does not include a person who develops film or makes prints or images for a public agency.

(30) A child visitation monitor. As used in this article, "child visitation monitor" means a person who, for financial compensation, acts as a monitor of a visit between a child and another person when the monitoring of that visit has been ordered by a court of law.

(31) An animal control officer or humane society officer. For the purposes of this article, the following terms have the following meanings:

(A) "Animal control officer" means a person employed by a city, county, or city and county for the purpose of enforcing animal control laws or regulations.

(B) "Humane society officer" means a person appointed or employed by a public or private entity as a humane officer who is qualified pursuant to Section 14502 or 14503 of the Corporations Code.

(32) A clergy member, as specified in subdivision (d) of Section 11166. As used in this article, "clergy member" means a priest, minister, rabbi, religious practitioner, or similar functionary of a church, temple, or recognized denomination or organization.

(33) Any custodian of records of a clergy member, as specified in this section and subdivision (d) of Section 11166.

(34) An employee of any police department, county sheriff's department, county probation department, or county welfare department.

(35) An employee or volunteer of a Court Appointed Special Advocate program, as defined in Rule 5.655 of the California Rules of Court.

(36) A custodial officer, as defined in Section 831.5.

(37) A person providing services to a minor child under Section 12300 or 12300.1 of the Welfare and Institutions Code.

(38) An alcohol and drug counselor. As used in this article, an "alcohol and drug counselor" is a person providing counseling, therapy, or other clinical services for a state licensed or certified drug, alcohol, or drug and alcohol treatment program. However, alcohol or drug abuse, or both alcohol and drug abuse, is not, in and of itself, a sufficient basis for reporting child abuse or neglect.

(39) A clinical counselor trainee, as defined in subdivision (g) of Section 4999.12 of the Business and Professions Code.

(40) A clinical counselor intern registered under Section 4999.42 of the Business and Professions Code.

(41) An employee or administrator of a public or private postsecondary institution, whose duties bring the administrator or employee into contact with children on a regular basis, or who supervises those whose duties bring the administrator or employee into contact with children on a regular basis, as to child abuse or neglect occurring on that institution's premises or at an official activity of, or program conducted by, the institution. Nothing in this paragraph shall be construed as altering the lawyer-client privilege as set forth in Article 3 (commencing with Section 950) of Chapter 4 of Division 8 of the Evidence Code.

(42) An athletic coach, athletic administrator, or athletic director employed by any public or private school that provides any combination of instruction for kindergarten, or grades 1 to 12, inclusive.

(43) (A) A commercial computer technician as specified in subdivision (e) of Section 11166. As used in this article, "commercial computer technician" means a person who works for a company that is in the business of repairing, installing, or otherwise servicing a computer or computer component, including, but not limited to, a computer part, device, memory storage or recording

mechanism, auxiliary storage recording or memory capacity, or any other material relating to the operation and maintenance of a computer or computer network system, for a fee. An employer who provides an electronic communications service or a remote computing service to the public shall be deemed to comply with this article if that employer complies with Section 2258A of Title 18 of the United States Code.

(B) An employer of a commercial computer technician may implement internal procedures for facilitating reporting consistent with this article. These procedures may direct employees who are mandated reporters under this paragraph to report materials described in subdivision (e) of Section 11166 to an employee who is designated by the employer to receive the reports. An employee who is designated to receive reports under this subparagraph shall be a commercial computer technician for purposes of this article. A commercial computer technician who makes a report to the designated employee pursuant to this subparagraph shall be deemed to have complied with the requirements of this article and shall be subject to the protections afforded to mandated reporters, including, but not limited to, those protections afforded by Section 11172.

(44) Any athletic coach, including, but not limited to, an assistant coach or a graduate assistant involved in coaching, at public or private postsecondary institutions.

(b) Except as provided in paragraph (35) of subdivision (a), volunteers of public or private organizations whose duties require direct contact with and supervision of children are not mandated reporters but are encouraged to obtain training in the identification and reporting of child abuse and neglect and are further encouraged to report known or suspected instances of child abuse or neglect to an agency specified in Section 11165.9.

(c) Employers are strongly encouraged to provide their employees who are mandated reporters with training in the duties imposed by this article. This training shall include training in child abuse and neglect identification and training in child abuse and neglect reporting. Whether or not employers provide their employees with training in child abuse and neglect identification and reporting, the employers shall provide their employees who are mandated reporters with the statement required pursuant to subdivision (a) of Section 11166.5.

(d) School districts that do not train their employees specified in subdivision (a) in the duties of mandated reporters under the child abuse reporting laws shall report to the State Department of Education the reasons why this training is not provided.

(e) Unless otherwise specifically provided, the absence of training shall not excuse a mandated reporter from the duties imposed by this article.

(f) Public and private organizations are encouraged to provide their volunteers whose duties require direct contact with and supervision of children with training in the identification and reporting of child abuse and neglect.

11165.9. Reports of suspected child abuse or neglect shall be made by mandated reporters, or in the case of reports pursuant to Section 11166.05, may be made, to any police department or sheriff's department, not including a school district police or security department, county probation department, if designated by the county to receive mandated reports, or the county welfare department. Any of those agencies shall accept a report of suspected child abuse or neglect whether offered by a mandated reporter or another person, or referred by another agency, even if the agency to whom the report is being made lacks subject matter or geographical jurisdiction to investigate the reported case, unless the agency can immediately electronically transfer the call to an agency with proper jurisdiction. When an agency takes a report about a case of suspected child abuse or neglect in which that agency lacks jurisdiction, the agency shall immediately refer the case by telephone, fax, or electronic transmission to an agency with proper jurisdiction. Agencies that are required to receive reports of suspected child abuse or neglect may not refuse to accept a report of suspected child abuse or neglect from a mandated reporter or another person unless otherwise authorized pursuant to this section, and shall maintain a record of all reports received.

11165.11. As used in this article, "licensing agency" means the State Department of Social Services office responsible for the licensing and enforcement of the California Community Care Facilities Act (Chapter 3 (commencing with Section 1500) of Division 2 of the Health and Safety Code), the California Child Day Care Act (Chapter 3.4 (commencing with Section 1596.70) of Division 2 of the Health and Safety Code), and Chapter 3.5 (commencing with Section 1596.90) of Division 2 of the Health and Safety Code), or the county licensing agency which has contracted with the state for performance of those duties.

11165.12. As used in this article, the following definitions shall control:

(a) "Unfounded report" means a report that is determined by the investigator who conducted the investigation to be false, to be inherently improbable, to involve an accidental injury, or not to constitute child abuse or neglect, as defined in Section 11165.6.

(b) "Substantiated report" means a report that is determined by the investigator who conducted the investigation to constitute child abuse or neglect, as defined in Section 11165.6, based upon evidence that makes it more likely than not that child abuse or neglect, as defined, occurred. A substantiated report shall not include a report where the investigator who conducted the investigation found the report to be false, inherently improbable, to involve an accidental injury, or to not constitute child abuse or neglect as defined in Section 11165.6.

(c) "Inconclusive report" means a report that is determined by the investigator who conducted the investigation not to be unfounded, but the findings are inconclusive and there is insufficient evidence to determine whether child abuse or neglect, as defined in Section 11165.6, has occurred.

11165.13. For purposes of this article, a positive toxicology screen at the time of the delivery of an infant is not in and of itself a sufficient basis for reporting child abuse or neglect. However, any indication of maternal substance abuse shall lead to an assessment of the needs of the mother and child pursuant to Section 123605 of the Health and Safety Code. If other factors are present that indicate risk to a child, then a report shall be made. However, a report based on risk to a child which relates solely to the inability of the parent to provide the child with regular care due to the parent's substance abuse shall be made only to a county welfare or probation department, and not to a law enforcement agency.

11165.14. The appropriate local law enforcement agency shall investigate a child abuse complaint filed by a parent or guardian of a pupil with a school or an agency specified in Section 11165.9 against a school employee or other person that commits an act of child abuse, as defined in this article, against a pupil at a schoolsite and shall transmit a substantiated report, as defined in Section 11165.12, of that investigation to the governing board of the appropriate school district or county office of education. A substantiated report received by a governing board of a school district or county office of education shall be subject to the provisions of Section 44031 of the Education Code.

11165.15. For the purposes of this article, the fact that a child is homeless or is classified as an unaccompanied minor, as defined in Section 11434a of the federal McKinney-Vento Homeless Assistance Act (42 U.S.C. Sec. 11301 et seq.), is not, in and of itself, a sufficient basis for reporting child abuse or neglect. Nothing in this section shall limit a mandated reporter, as defined in Section 11165.7, from making a report pursuant to Section 11166 whenever the mandated reporter has knowledge of or observes an unaccompanied minor whom the mandated reporter knows or reasonably suspects to be the victim of abuse or neglect.

11166. (a) Except as provided in subdivision (d), and in Section 11166.05, a mandated reporter shall make a report to an agency specified in Section 11165.9 whenever the mandated reporter, in his or her professional capacity or within the scope of his or her employment, has knowledge of or observes a child whom the mandated reporter knows or reasonably suspects has been the victim of child abuse or neglect. The mandated reporter shall make an initial report by telephone to the agency immediately or as soon as is practicably possible, and shall prepare and send, fax, or electronically transmit a written followup report within 36 hours of receiving the information concerning the incident. The mandated reporter may include with the report any nonprivileged documentary evidence the mandated reporter possesses relating to the incident.

(1) For purposes of this article, "reasonable suspicion" means that it is objectively reasonable for a person to entertain a suspicion, based upon facts that could cause a reasonable person in a like position, drawing, when appropriate, on his or her training and experience, to suspect child abuse or neglect. "Reasonable suspicion" does not require certainty that child abuse or neglect has occurred nor does it require a specific medical indication of child abuse or neglect; any "reasonable suspicion" is sufficient. For purposes of this article, the pregnancy of a minor does not, in and of itself, constitute a basis for a reasonable suspicion of sexual abuse.

(2) The agency shall be notified and a report shall be prepared and sent, faxed, or electronically transmitted even if the child has expired, regardless of whether or not the possible abuse was a factor contributing to the death, and even if suspected child abuse was discovered during an autopsy.

(3) A report made by a mandated reporter pursuant to this section shall be known as a mandated report.

(b) If, after reasonable efforts, a mandated reporter is unable to submit an initial report by telephone, he or she shall immediately or as soon as is practicably possible, by fax or electronic transmission, make a one-time automated written report on the form prescribed by the Department of Justice, and shall also be available to respond to a telephone followup call by the agency with which he or she filed the report. A mandated reporter who files a one-time automated written report because he or she was unable to submit an initial report by telephone is not required to submit a written followup report.

(1) The one-time automated written report form prescribed by the Department of Justice shall be clearly identifiable so that it is not mistaken for a standard written followup report. In addition, the automated one-time report shall contain a section that allows the mandated reporter to state the reason the initial telephone call was not able to be completed. The reason for the submission of the one-time automated written report in lieu of the procedure prescribed in subdivision (a) shall be captured in the Child Welfare Services/Case Management System (CWS/CMS). The department shall work with stakeholders to modify reporting forms and the CWS/CMS as is necessary to accommodate the changes enacted by these provisions.

(2) This subdivision shall not become operative until the CWS/CMS is updated to capture the information prescribed in this subdivision.

(3) This subdivision shall become inoperative three years after this subdivision becomes operative or on January 1, 2009, whichever occurs first.

(4) On the inoperative date of these provisions, a report shall be submitted to the counties and the Legislature by the State Department of Social Services that reflects the data collected from automated one-time reports indicating the reasons stated as to why the automated one-time report was filed in lieu of the initial telephone report.

(5) Nothing in this section shall supersede the requirement that a mandated reporter first attempt to make a report via telephone, or that agencies specified in Section 11165.9 accept reports from mandated reporters and other persons as required.

(c) A mandated reporter who fails to report an incident of known or reasonably suspected child abuse or neglect as required by this section is guilty of a misdemeanor punishable by up to six months confinement in a county jail or by a fine of one thousand dollars (\$1,000) or by both that imprisonment and fine. If a mandated reporter intentionally conceals his or her failure to report an incident known by the mandated reporter to be abuse or severe neglect under this section, the failure to report is a continuing offense

until an agency specified in Section 11165.9 discovers the offense.

(d) (1) A clergy member who acquires knowledge or a reasonable suspicion of child abuse or neglect during a penitential communication is not subject to subdivision (a). For the purposes of this subdivision, "penitential communication" means a communication, intended to be in confidence, including, but not limited to, a sacramental confession, made to a clergy member who, in the course of the discipline or practice of his or her church, denomination, or organization, is authorized or accustomed to hear those communications, and under the discipline, tenets, customs, or practices of his or her church, denomination, or organization, has a duty to keep those communications secret.

(2) Nothing in this subdivision shall be construed to modify or limit a clergy member's duty to report known or suspected child abuse or neglect when the clergy member is acting in some other capacity that would otherwise make the clergy member a mandated reporter.

(3) (A) On or before January 1, 2004, a clergy member or any custodian of records for the clergy member may report to an agency specified in Section 11165.9 that the clergy member or any custodian of records for the clergy member, prior to January 1, 1997, in his or her professional capacity or within the scope of his or her employment, other than during a penitential communication, acquired knowledge or had a reasonable suspicion that a child had been the victim of sexual abuse and that the clergy member or any custodian of records for the clergy member did not previously report the abuse to an agency specified in Section 11165.9. The provisions of Section 11172 shall apply to all reports made pursuant to this paragraph.

(B) This paragraph shall apply even if the victim of the known or suspected abuse has reached the age of majority by the time the required report is made.

(C) The local law enforcement agency shall have jurisdiction to investigate any report of child abuse made pursuant to this paragraph even if the report is made after the victim has reached the age of majority.

(e) (1) A commercial film, photographic print, or image processor who has knowledge of or observes, within the scope of his or her professional capacity or employment, any film, photograph, videotape, negative, slide, or any representation of information, data, or an image, including, but not limited to, any film, filmstrip, photograph, negative, slide, photocopy, videotape, video laser disc, computer hardware, computer software, computer floppy disk, data storage medium, CD-ROM, computer-generated equipment, or computer-generated image depicting a child under 16 years of age engaged in an act of sexual conduct, shall, immediately or as soon as practicably possible, telephonically report the instance of suspected abuse to the law enforcement agency located in the county in which the images are seen. Within 36 hours of receiving the information concerning the incident, the reporter shall prepare and send, fax, or electronically transmit a written followup report of the incident with a copy of the image or material attached.

(2) A commercial computer technician who has knowledge of or observes, within the scope of his or her professional capacity or employment, any representation of information, data, or an image, including, but not limited to, any computer hardware, computer software, computer file, computer floppy disk, data storage medium, CD-ROM, computer-generated equipment, or computer-generated image that is retrievable in perceivable form and that is intentionally saved, transmitted, or organized on an electronic medium, depicting a child under 16 years of age engaged in an act of sexual conduct, shall immediately, or as soon as practicably possible, telephonically report the instance of suspected abuse to the law enforcement agency located in the county in which the images or material are seen. As soon as practicably possible after receiving the information concerning the incident, the reporter shall prepare and send, fax, or electronically transmit a written followup report of the incident with a brief description of the images or materials.

(3) For purposes of this article, "commercial computer technician" includes an employee designated by an employer to receive reports pursuant to an established reporting process authorized by subparagraph (B) of paragraph (43) of subdivision (a) of Section 11165.7.

(4) As used in this subdivision, "electronic medium" includes, but is not limited to, a recording, CD-ROM, magnetic disk memory, magnetic tape memory, CD, DVD, thumbdrive, or any other computer hardware or media.

(5) As used in this subdivision, "sexual conduct" means any of the following:

(A) Sexual intercourse, including genital-genital, oral-genital, anal-genital, or oral-anal, whether between persons of the same or opposite sex or between humans and animals.

(B) Penetration of the vagina or rectum by any object.

(C) Masturbation for the purpose of sexual stimulation of the viewer.

(D) Sadomasochistic abuse for the purpose of sexual stimulation of the viewer.

(E) Exhibition of the genitals, pubic, or rectal areas of a person for the purpose of sexual stimulation of the viewer.

(f) Any mandated reporter who knows or reasonably suspects that the home or institution in which a child resides is unsuitable for the child because of abuse or neglect of the child shall bring the condition to the attention of the agency to which, and at the same time as, he or she makes a report of the abuse or neglect pursuant to subdivision (a).

(g) Any other person who has knowledge of or observes a child whom he or she knows or reasonably suspects has been a victim of child abuse or neglect may report the known or suspected instance of child abuse or neglect to an agency specified in Section 11165.9. For purposes of this section, "any other person" includes a mandated reporter who acts in his or her private capacity and not in his or her professional capacity or within the scope of his or her employment.

(h) When two or more persons, who are required to report, jointly have knowledge of a known or suspected instance of child abuse or neglect, and when there is agreement among them, the telephone report may be made by a member of the team selected by mutual agreement and a single report may be made and signed by the selected member of the reporting team. Any member who has knowledge that the member designated to report has failed to do so shall thereafter make the report.

(i) (1) The reporting duties under this section are individual, and no supervisor or administrator may impede or inhibit the reporting duties, and no person making a report shall be subject to any sanction for making the report. However, internal procedures to facilitate reporting and apprise supervisors and administrators of reports may be established provided that they are not inconsistent with this article.

(2) The internal procedures shall not require any employee required to make reports pursuant to this article to disclose his or her identity to the employer.

(3) Reporting the information regarding a case of possible child abuse or neglect to an employer, supervisor, school principal, school counselor, coworker, or other person shall not be a substitute for making a mandated report to an agency specified in Section 11165.9.

(j) A county probation or welfare department shall immediately, or as soon as practicably possible, report by telephone, fax, or electronic transmission to the law enforcement agency having jurisdiction over the case, to the agency given the responsibility for investigation of cases under Section 300 of the Welfare and Institutions Code, and to the district attorney's office every known or suspected instance of child abuse or neglect, as defined in Section 11165.6, except acts or omissions coming within subdivision (b) of Section 11165.2, or reports made pursuant to Section 11165.13 based on risk to a child which relates solely to the inability of the parent to provide the child with regular care due to the parent's substance abuse, which shall be reported only to the county welfare or probation department. A county probation or welfare department also shall send, fax, or electronically transmit a written report thereof within 36 hours of receiving the information concerning the incident to any agency to which it makes a telephone report under this subdivision.

(k) A law enforcement agency shall immediately, or as soon as practicably possible, report by telephone, fax, or electronic transmission to the agency given responsibility for investigation of cases under Section 300 of the Welfare and Institutions Code and to the district attorney's office every known or suspected instance of child abuse or neglect reported to it, except acts or omissions coming within subdivision (b) of Section 11165.2, which shall be reported only to the county welfare or probation department. A law enforcement agency shall report to the county welfare or probation department every known or suspected instance of child abuse or

neglect reported to it which is alleged to have occurred as a result of the action of a person responsible for the child's welfare, or as the result of the failure of a person responsible for the child's welfare to adequately protect the minor from abuse when the person responsible for the child's welfare knew or reasonably should have known that the minor was in danger of abuse. A law enforcement agency also shall send, fax, or electronically transmit a written report thereof within 36 hours of receiving the information concerning the incident to any agency to which it makes a telephone report under this subdivision.

11166.01. (a) Except as provided in subdivision (b), any supervisor or administrator who violates paragraph (1) of subdivision (i) of Section 11166 shall be punished by not more than six months in a county jail, by a fine of not more than one thousand dollars (\$1,000), or by both that fine and imprisonment.

(b) Notwithstanding Section 11162 or subdivision (c) of Section 11166, any mandated reporter who willfully fails to report abuse or neglect, or any person who impedes or inhibits a report of abuse or neglect, in violation of this article, where that abuse or neglect results in death or great bodily injury, shall be punished by not more than one year in a county jail, by a fine of not more than five thousand dollars (\$5,000), or by both that fine and imprisonment.

11166.05. Any mandated reporter who has knowledge of or who reasonably suspects that a child is suffering serious emotional damage or is at a substantial risk of suffering serious emotional damage, evidenced by states of being or behavior, including, but not limited to, severe anxiety, depression, withdrawal, or untoward aggressive behavior toward self or others, may make a report to an agency specified in Section 11165.9.

11166.1. (a) When an agency receives a report pursuant to Section 11166 that contains either of the following, it shall, within 24 hours, notify the licensing office with jurisdiction over the facility:

(1) A report of abuse alleged to have occurred in facilities licensed to care for children by the State Department of Social Services.

(2) A report of the death of a child who was, at the time of death, living at, enrolled in, or regularly attending a facility licensed to care for children by the State Department of Social Services, unless the circumstances of the child's death are clearly unrelated to the child's care at the facility.

The agency shall send the licensing agency a copy of its investigation and any other pertinent materials.

(b) Any employee of an agency specified in Section 11165.9 who has knowledge of, or observes in his or her professional capacity or within the scope of his or her employment, a child in protective custody whom he or she knows or reasonably suspects has been the victim of child abuse or neglect shall, within 36 hours, send or have sent to the attorney who represents the child in dependency court, a copy of the report prepared in accordance with Section 11166. The agency shall maintain a copy of the written report. All information requested by the attorney for the child or the child's guardian ad litem shall be provided by the agency within 30 days of the request.

11166.2. In addition to the reports required under Section 11166, any agency specified in Section 11165.9 shall immediately or as soon as practically possible report by telephone, fax, or electronic transmission to the appropriate licensing agency every known or suspected instance of child abuse or neglect when the instance of abuse or neglect occurs while the child is being cared for in a child day care facility, involves a child day care licensed staff person, or occurs while the child is under the supervision of a community care facility or involves a community care facility licensee or staff person. The agency shall also send, fax, or electronically transmit

a written report thereof within 36 hours of receiving the information concerning the incident to any agency to which it makes a telephone report under this subdivision. The agency shall send the licensing agency a copy of its investigation report and any other pertinent materials.

11166.3. (a) The Legislature intends that in each county the law enforcement agencies and the county welfare or probation department shall develop and implement cooperative arrangements in order to coordinate existing duties in connection with the investigation of suspected child abuse or neglect cases. The local law enforcement agency having jurisdiction over a case reported under Section 11166 shall report to the county welfare or probation department that it is investigating the case within 36 hours after starting its investigation. The county welfare department or probation department shall, in cases where a minor is a victim of actions specified in Section 288 of this code and a petition has been filed pursuant to Section 300 of the Welfare and Institutions Code with regard to the minor, evaluate what action or actions would be in the best interest of the child victim. Notwithstanding any other provision of law, the county welfare department or probation department shall submit in writing its findings and the reasons therefor to the district attorney on or before the completion of the investigation. The written findings and the reasons therefor shall be delivered or made accessible to the defendant or his or her counsel in the manner specified in Section 859.

(b) The local law enforcement agency having jurisdiction over a case reported under Section 11166 shall report to the district office of the State Department of Social Services any case reported under this section if the case involves a facility specified in paragraph (5) or (6) of subdivision (a) of Section 1502, Section 1596.750 or 1596.76 of the Health and Safety Code, and the licensing of the facility has not been delegated to a county agency. The law enforcement agency shall send a copy of its investigation report and any other pertinent materials to the licensing agency upon the request of the licensing agency.

11166.5. (a) (1) On and after January 1, 1985, any mandated reporter as specified in Section 11165.7, with the exception of child visitation monitors, prior to commencing his or her employment, and as a prerequisite to that employment, shall sign a statement on a form provided to him or her by his or her employer to the effect that he or she has knowledge of the provisions of Section 11166 and will comply with those provisions. The statement shall inform the employee that he or she is a mandated reporter and inform the employee of his or her reporting obligations under Section 11166 and of his or her confidentiality rights under subdivision (d) of Section 11167. The employer shall provide a copy of Sections 11165.7, 11166, and 11167 to the employee.

On and after January 1, 1993, any person who acts as a child visitation monitor, as defined in paragraph (31) of subdivision (a) of Section 11165.7, prior to engaging in monitoring the first visit in a case, shall sign a statement on a form provided to him or her by the court which ordered the presence of that third person during the visit, to the effect that he or she has knowledge of the provisions of Section 11166 and will comply with those provisions.

(2) The signed statements shall be retained by the employer or the court, as the case may be. The cost of printing, distribution, and filing of these statements shall be borne by the employer or the court.

(3) This subdivision is not applicable to persons employed by public or private youth centers, youth recreation programs, and youth organizations as members of the support staff or maintenance staff and who do not work with, observe, or have knowledge of children as part of their official duties.

(b) On and after January 1, 1986, when a person is issued a state license or certificate to engage in a profession or occupation, the members of which are required to make a report pursuant to Section 11166, the state agency issuing the license or certificate shall send a statement substantially similar to the one contained in subdivision (a) to the person at the same time as it transmits the document indicating licensure or certification to the person. In addition to the requirements contained in subdivision (a), the

statement also shall indicate that failure to comply with the requirements of Section 11166 is a misdemeanor, punishable by up to six months in a county jail, by a fine of one thousand dollars (\$1,000), or by both that imprisonment and fine.

(c) As an alternative to the procedure required by subdivision (b), a state agency may cause the required statement to be printed on all application forms for a license or certificate printed on or after January 1, 1986.

(d) On and after January 1, 1993, any child visitation monitor, as defined in paragraph (31) of subdivision (a) of Section 11165.7, who desires to act in that capacity shall have received training in the duties imposed by this article, including training in child abuse identification and child abuse reporting. The person, prior to engaging in monitoring the first visit in a case, shall sign a statement on a form provided to him or her by the court which ordered the presence of that third person during the visit, to the effect that he or she has received this training. This statement may be included in the statement required by subdivision (a) or it may be a separate statement. This statement shall be filed, along with the statement required by subdivision (a), in the court file of the case for which the visitation monitoring is being provided.

(e) Any person providing services to a minor child, as described in paragraph (38) of subdivision (a) of Section 11165.7, shall not be required to make a report pursuant to Section 11166 unless that person has received training, or instructional materials in the appropriate language, on the duties imposed by this article, including identifying and reporting child abuse and neglect.

11167. (a) Reports of suspected child abuse or neglect pursuant to Section 11166 or Section 11166.05 shall include the name, business address, and telephone number of the mandated reporter; the capacity that makes the person a mandated reporter; and the information that gave rise to the reasonable suspicion of child abuse or neglect and the source or sources of that information. If a report is made, the following information, if known, shall also be included in the report: the child's name, the child's address, present location, and, if applicable, school, grade, and class; the names, addresses, and telephone numbers of the child's parents or guardians; and the name, address, telephone number, and other relevant personal information about the person or persons who might have abused or neglected the child. The mandated reporter shall make a report even if some of this information is not known or is uncertain to him or her.

(b) Information relevant to the incident of child abuse or neglect and information relevant to a report made pursuant to Section 11166.05 may be given to an investigator from an agency that is investigating the known or suspected case of child abuse or neglect.

(c) Information relevant to the incident of child abuse or neglect, including the investigation report and other pertinent materials, and information relevant to a report made pursuant to Section 11166.05 may be given to the licensing agency when it is investigating a known or suspected case of child abuse or neglect.

(d) (1) The identity of all persons who report under this article shall be confidential and disclosed only among agencies receiving or investigating mandated reports, to the prosecutor in a criminal prosecution or in an action initiated under Section 602 of the Welfare and Institutions Code arising from alleged child abuse, or to counsel appointed pursuant to subdivision (c) of Section 317 of the Welfare and Institutions Code, or to the county counsel or prosecutor in a proceeding under Part 4 (commencing with Section 7800) of Division 12 of the Family Code or Section 300 of the Welfare and Institutions Code, or to a licensing agency when abuse or neglect in out-of-home care is reasonably suspected, or when those persons waive confidentiality, or by court order.

(2) No agency or person listed in this subdivision shall disclose the identity of any person who reports under this article to that person's employer, except with the employee's consent or by court order.

(e) Notwithstanding the confidentiality requirements of this section, a representative of a child protective services agency performing an investigation that results from a report of suspected child abuse or neglect made pursuant to Section 11166 or Section 11166.05, at the time of the initial contact with the individual who is subject to the investigation, shall advise the individual of the

complaints or allegations against him or her, in a manner that is consistent with laws protecting the identity of the reporter under this article.

(f) Persons who may report pursuant to subdivision (g) of Section 11166 are not required to include their names.

11167.5. (a) The reports required by Sections 11166 and 11166.2, or authorized by Section 11166.05, and child abuse or neglect investigative reports that result in a summary report being filed with the Department of Justice pursuant to subdivision (a) of Section 11169 shall be confidential and may be disclosed only as provided in subdivision (b). Any violation of the confidentiality provided by this article is a misdemeanor punishable by imprisonment in a county jail not to exceed six months, by a fine of five hundred dollars (\$500), or by both that imprisonment and fine.

(b) Reports of suspected child abuse or neglect and information contained therein may be disclosed only to the following:

(1) Persons or agencies to whom disclosure of the identity of the reporting party is permitted under Section 11167.

(2) Persons or agencies to whom disclosure of information is permitted under subdivision (b) of Section 11170 or subdivision (a) of Section 11170.5.

(3) Persons or agencies with whom investigations of child abuse or neglect are coordinated under the regulations promulgated under Section 11174.

(4) Multidisciplinary personnel teams as defined in subdivision (d) of Section 18951 of the Welfare and Institutions Code.

(5) Persons or agencies responsible for the licensing of facilities which care for children, as specified in Section 11165.7.

(6) The State Department of Social Services or any county licensing agency which has contracted with the state, as specified in paragraph (4) of subdivision (b) of Section 11170, when an individual has applied for a community care license or child day care license, or for employment in an out-of-home care facility, or when a complaint alleges child abuse or neglect by an operator or employee of an out-of-home care facility.

(7) Hospital scan teams. As used in this paragraph, "hospital scan team" means a team of three or more persons established by a hospital, or two or more hospitals in the same county, consisting of health care professionals and representatives of law enforcement and child protective services, the members of which are engaged in the identification of child abuse or neglect. The disclosure authorized by this section includes disclosure among all hospital scan teams.

(8) Coroners and medical examiners when conducting a post mortem examination of a child.

(9) The Board of Parole Hearings, which may subpoena an employee of a county welfare department who can provide relevant evidence and reports that both (A) are not unfounded, pursuant to Section 11165.12, and (B) concern only the current incidents upon which parole revocation proceedings are pending against a parolee charged with child abuse or neglect. The reports and information shall be confidential pursuant to subdivision (d) of Section 11167.

(10) Personnel from an agency responsible for making a placement of a child pursuant to Section 361.3 of, and Article 7 (commencing with Section 305) of Chapter 2 of Part 1 of Division 2 of, the Welfare and Institutions Code.

(11) Persons who have been identified by the Department of Justice as listed in the Child Abuse Central Index pursuant to paragraph (7) of subdivision (b) of Section 11170 or subdivision (c) of Section 11170, or persons who have verified with the Department of Justice that they are listed in the Child Abuse Central Index as provided in subdivision (f) of Section 11170. Disclosure under this paragraph is required notwithstanding the California Public Records Act, Chapter 3.5 (commencing with Section 6250) of Division 7 of Title 1 of the Government Code. Nothing in this paragraph shall preclude a submitting agency prior to disclosure from redacting any information necessary to maintain confidentiality as required by law.

(12) Out-of-state law enforcement agencies conducting an investigation of child abuse or neglect only when an agency makes the request for reports of suspected child abuse or neglect in writing and on official letterhead, or as designated by the Department of Justice, identifying the suspected abuser or victim by name and date of birth or approximate age. The request shall be signed by the

department supervisor of the requesting law enforcement agency. The written request shall cite the out-of-state statute or interstate compact provision that requires that the information contained within these reports is to be disclosed only to law enforcement, prosecutorial entities, or multidisciplinary investigative teams, and shall cite the safeguards in place to prevent unlawful disclosure provided by the requesting state or the applicable interstate compact provision.

(13) Out-of-state agencies responsible for approving prospective foster or adoptive parents for placement of a child only when the agency makes the request in compliance with the Adam Walsh Child Protection and Safety Act of 2006 (Public Law 109-248). The request shall also cite the safeguards in place to prevent unlawful disclosure provided by the requesting state or the applicable interstate compact provision and indicate that the requesting state shall maintain continual compliance with the requirement in paragraph (20) of subdivision (a) of Section 671 of Title 42 of the United States Code that requires the state have in place safeguards to prevent the unauthorized disclosure of information in any child abuse and neglect registry maintained by the state and prevent the information from being used for a purpose other than the conducting of background checks in foster or adoptive placement cases.

(14) Each chairperson of a county child death review team, or his or her designee, to whom disclosure of information is permitted under this article, relating to the death of one or more children and any prior child abuse or neglect investigation reports maintained involving the same victim, siblings, or suspects. Local child death review teams may share any relevant information regarding case reviews involving child death with other child death review teams.

(c) Authorized persons within county health departments shall be permitted to receive copies of any reports made by health practitioners, as defined in paragraphs (21) to (28), inclusive, of subdivision (a) of Section 11165.7, and pursuant to Section 11165.13, and copies of assessments completed pursuant to Sections 123600 and 123605 of the Health and Safety Code, to the extent permitted by federal law. Any information received pursuant to this subdivision is protected by subdivision (e).

(d) Nothing in this section requires the Department of Justice to disclose information contained in records maintained under Section 11170 or under the regulations promulgated pursuant to Section 11174, except as otherwise provided in this article.

(e) This section shall not be interpreted to allow disclosure of any reports or records relevant to the reports of child abuse or neglect if the disclosure would be prohibited by any other provisions of state or federal law applicable to the reports or records relevant to the reports of child abuse or neglect.

11168. The written reports required by Section 11166 shall be submitted on forms adopted by the Department of Justice after consultation with representatives of the various professional medical associations and hospital associations and county probation or welfare departments. Those forms shall be distributed by the agencies specified in Section 11165.9.

11169. (a) An agency specified in Section 11165.9 shall forward to the Department of Justice a report in writing of every case it investigates of known or suspected child abuse or severe neglect that is determined to be substantiated, other than cases coming within subdivision (b) of Section 11165.2. An agency shall not forward a report to the Department of Justice unless it has conducted an active investigation and determined that the report is substantiated, as defined in Section 11165.12. If a report has previously been filed which subsequently proves to be not substantiated, the Department of Justice shall be notified in writing of that fact and shall not retain the report. The reports required by this section shall be in a form approved by the Department of Justice and may be sent by fax or electronic transmission. An agency specified in Section 11165.9 receiving a written report from another agency specified in Section 11165.9 shall not send that report to the Department of Justice.

(b) On and after January 1, 2012, a police department or sheriff's department specified in Section 11165.9 shall no longer forward to

the Department of Justice a report in writing of any case it investigates of known or suspected child abuse or severe neglect.

(c) At the time an agency specified in Section 11165.9 forwards a report in writing to the Department of Justice pursuant to subdivision (a), the agency shall also notify in writing the known or suspected child abuser that he or she has been reported to the Child Abuse Central Index (CACI). The notice required by this section shall be in a form approved by the Department of Justice. The requirements of this subdivision shall apply with respect to reports forwarded to the department on or after the date on which this subdivision becomes operative.

(d) Subject to subdivision (e), any person who is listed on the CACI has the right to a hearing before the agency that requested his or her inclusion in the CACI to challenge his or her listing on the CACI. The hearing shall satisfy due process requirements. It is the intent of the Legislature that the hearing provided for by this subdivision shall not be construed to be inconsistent with hearing proceedings available to persons who have been listed on the CACI prior to the enactment of the act that added this subdivision.

(e) A hearing requested pursuant to subdivision (d) shall be denied when a court of competent jurisdiction has determined that suspected child abuse or neglect has occurred, or when the allegation of child abuse or neglect resulting in the referral to the CACI is pending before the court. A person who is listed on the CACI and has been denied a hearing pursuant to this subdivision has a right to a hearing pursuant to subdivision (d) only if the court's jurisdiction has terminated, the court has not made a finding concerning whether the suspected child abuse or neglect was substantiated, and a hearing has not previously been provided to the listed person pursuant to subdivision (d).

(f) Any person listed in the CACI who has reached 100 years of age shall have his or her listing removed from the CACI.

(g) Any person listed in the CACI as of January 1, 2013, who was listed prior to reaching 18 years of age, and who is listed once in CACI with no subsequent listings, shall be removed from the CACI 10 years from the date of the incident resulting in the CACI listing.

(h) If, after a hearing pursuant to subdivision (d) or a court proceeding described in subdivision (e), it is determined the person's CACI listing was based on a report that was not substantiated, the agency shall notify the Department of Justice of that result and the department shall remove that person's name from the CACI.

(i) Agencies, including police departments and sheriff's departments, shall retain child abuse or neglect investigative reports that result or resulted in a report filed with the Department of Justice pursuant to subdivision (a) for the same period of time that the information is required to be maintained on the CACI pursuant to this section and subdivision (a) of Section 11170. Nothing in this section precludes an agency from retaining the reports for a longer period of time if required by law.

(j) The immunity provisions of Section 11172 shall not apply to the submission of a report by an agency pursuant to this section. However, nothing in this section shall be construed to alter or diminish any other immunity provisions of state or federal law.

11170. (a) (1) The Department of Justice shall maintain an index of all reports of child abuse and severe neglect submitted pursuant to Section 11169. The index shall be continually updated by the department and shall not contain any reports that are determined to be not substantiated. The department may adopt rules governing recordkeeping and reporting pursuant to this article.

(2) The department shall act only as a repository of reports of suspected child abuse and severe neglect to be maintained in the Child Abuse Central Index (CACI) pursuant to paragraph (1). The submitting agencies are responsible for the accuracy, completeness, and retention of the reports described in this section. The department shall be responsible for ensuring that the CACI accurately reflects the report it receives from the submitting agency.

(3) Only information from reports that are reported as substantiated shall be filed pursuant to paragraph (1), and all other determinations shall be removed from the central list. If a person listed in the CACI was under 18 years of age at the time of the report, the information shall be deleted from the CACI 10 years from the date of the incident resulting in the CACI listing, if no

subsequent report concerning the same person is received during that time period.

(b) The provisions of subdivision (c) of Section 11169 apply to any information provided pursuant to this subdivision.

(1) The Department of Justice shall immediately notify an agency that submits a report pursuant to Section 11169, or a prosecutor who requests notification, of any information maintained pursuant to subdivision (a) that is relevant to the known or suspected instance of child abuse or severe neglect reported by the agency. The agency shall make that information available to the reporting health care practitioner who is treating a person reported as a possible victim of known or suspected child abuse. The agency shall make that information available to the reporting child custodian, Child Abuse Prevention and Treatment Act guardian ad litem appointed under Rule 5.662 of the California Rules of Court, or counsel appointed under Section 317 or 318 of the Welfare and Institutions Code, or the appropriate licensing agency, if he or she or the licensing agency is handling or investigating a case of known or suspected child abuse or severe neglect.

(2) When a report is made pursuant to subdivision (a) of Section 11166, or Section 11166.05, the investigating agency, upon completion of the investigation or after there has been a final disposition in the matter, shall inform the person required or authorized to report of the results of the investigation and of any action the agency is taking with regard to the child or family.

(3) The Department of Justice shall make relevant information from the CACI available to a law enforcement agency, county welfare department, or county probation department that is conducting a child abuse investigation.

(4) The department shall make available to the State Department of Social Services, or to any county licensing agency that has contracted with the state for the performance of licensing duties, or to a tribal court or tribal child welfare agency of a tribe, consortium of tribes, or tribal organization that has entered into an agreement with the state pursuant to Section 10553.1 of the Welfare and Institutions Code, information regarding a known or suspected child abuser maintained pursuant to this section and subdivision (a) of Section 11169 concerning any person who is an applicant for licensure or approval, or any adult who resides or is employed in the home of an applicant for licensure or approval, or who is an applicant for employment in a position having supervisory or disciplinary power over a child or children, or who will provide 24-hour care for a child or children in a residential home or facility, pursuant to Section 1522.1 or 1596.877 of the Health and Safety Code, or Section 8714, 8802, 8912, or 9000 of the Family Code, or Section 11403.2 of the Welfare and Institutions Code.

(5) The Department of Justice shall make available to a Court Appointed Special Advocate program that is conducting a background investigation of an applicant seeking employment with the program or a volunteer position as a Court Appointed Special Advocate, as defined in Section 101 of the Welfare and Institutions Code, information contained in the index regarding known or suspected child abuse by the applicant.

(6) For purposes of child death review, the Department of Justice shall make available to the chairperson, or the chairperson's designee, for each county child death review team, or the State Child Death Review Council, information for investigative purposes only that is maintained in the CACI pursuant to subdivision (a) relating to the death of one or more children and any prior child abuse or neglect investigation reports maintained involving the same victims, siblings, or suspects. Local child death review teams may share any relevant information regarding case reviews involving child death with other child death review teams.

(7) The department shall make available to investigative agencies or probation officers, or court investigators acting pursuant to Section 1513 of the Probate Code, responsible for placing children or assessing the possible placement of children pursuant to Article 6 (commencing with Section 300), Article 7 (commencing with Section 305), Article 10 (commencing with Section 360), or Article 14 (commencing with Section 601) of Chapter 2 of Part 1 of Division 2 of the Welfare and Institutions Code, or Article 2 (commencing with Section 1510) or Article 3 (commencing with Section 1540) of Chapter 1 of Part 2 of Division 4 of the Probate Code, information regarding a known or suspected child abuser contained in the index concerning any adult residing in the home where the child may be placed, when

this information is requested for purposes of ensuring that the placement is in the best interest of the child. Upon receipt of relevant information concerning child abuse or neglect investigation reports contained in the CACI from the Department of Justice pursuant to this subdivision, the agency or court investigator shall notify, in writing, the person listed in the CACI that he or she is in the index. The notification shall include the name of the reporting agency and the date of the report.

(8) The Department of Justice shall make available to a government agency conducting a background investigation pursuant to Section 1031 of the Government Code of an applicant seeking employment as a peace officer, as defined in Section 830, information regarding a known or suspected child abuser maintained pursuant to this section concerning the applicant.

(9) The Department of Justice shall make available to a county child welfare agency or delegated county adoption agency, as defined in Section 8515 of the Family Code, conducting a background investigation, or a government agency conducting a background investigation on behalf of one of those agencies, information regarding a known or suspected child abuser maintained pursuant to this section and subdivision (a) of Section 11169 concerning any applicant seeking employment or volunteer status with the agency who, in the course of his or her employment or volunteer work, will have direct contact with children who are alleged to have been, are at risk of, or have suffered, abuse or neglect.

(10) (A) Persons or agencies, as specified in subdivision (b), if investigating a case of known or suspected child abuse or neglect, or the State Department of Social Services or any county licensing agency pursuant to paragraph (4), or a Court Appointed Special Advocate (CASA) program conducting a background investigation for employment or volunteer candidates pursuant to paragraph (5), or an investigative agency, probation officer, or court investigator responsible for placing children or assessing the possible placement of children pursuant to paragraph (7), or a government agency conducting a background investigation of an applicant seeking employment as a peace officer pursuant to paragraph (8), or a county child welfare agency or delegated county adoption agency conducting a background investigation of an applicant seeking employment or volunteer status who, in the course of his or her employment or volunteer work, will have direct contact with children who are alleged to have been, are at risk of, or have suffered, abuse or neglect, pursuant to paragraph (9), to whom disclosure of any information maintained pursuant to subdivision (a) is authorized, are responsible for obtaining the original investigative report from the reporting agency, and for drawing independent conclusions regarding the quality of the evidence disclosed, and its sufficiency for making decisions regarding investigation, prosecution, licensing, placement of a child, employment or volunteer positions with a CASA program, or employment as a peace officer.

(B) If CACI information is requested by an agency for the temporary placement of a child in an emergency situation pursuant to Article 7 (commencing with Section 305) of Chapter 2 of Part 1 of Division 2 of the Welfare and Institutions Code, the department is exempt from the requirements of Section 1798.18 of the Civil Code if compliance would cause a delay in providing an expedited response to the agency's inquiry and if further delay in placement may be detrimental to the child.

(11) (A) Whenever information contained in the Department of Justice files is furnished as the result of an application for employment or licensing or volunteer status pursuant to paragraph (4), (5), (8), or (9), the Department of Justice may charge the person or entity making the request a fee. The fee shall not exceed the reasonable costs to the department of providing the information. The only increase shall be at a rate not to exceed the legislatively approved cost-of-living adjustment for the department. In no case shall the fee exceed fifteen dollars (\$15).

(B) All moneys received by the department pursuant to this section to process trustline applications for purposes of Chapter 3.35 (commencing with Section 1596.60) of Division 2 of the Health and Safety Code shall be deposited in a special account in the General Fund that is hereby established and named the Department of Justice Child Abuse Fund. Moneys in the fund shall be available, upon appropriation by the Legislature, for expenditure by the department to offset the costs incurred to process trustline automated child abuse or neglect system checks pursuant to this section.

(C) All moneys, other than those described in subparagraph (B), received by the department pursuant to this paragraph shall be deposited in a special account in the General Fund which is hereby created and named the Department of Justice Sexual Habitual Offender Fund. The funds shall be available, upon appropriation by the Legislature, for expenditure by the department to offset the costs incurred pursuant to Chapter 9.5 (commencing with Section 13885) and Chapter 10 (commencing with Section 13890) of Title 6 of Part 4, and the DNA and Forensic Identification Data Base and Data Bank Act of 1998 (Chapter 6 (commencing with Section 295) of Title 9 of Part 1), and for maintenance and improvements to the statewide Sexual Habitual Offender Program and the California DNA offender identification file (CAL-DNA) authorized by Chapter 9.5 (commencing with Section 13885) of Title 6 of Part 4 and the DNA and Forensic Identification Data Base and Data Bank Act of 1998 (Chapter 6 (commencing with Section 295) of Title 9 of Part 1).

(c) (1) The Department of Justice shall make available to any agency responsible for placing children pursuant to Article 7 (commencing with Section 305) of Chapter 2 of Part 1 of Division 2 of the Welfare and Institutions Code, upon request, relevant information concerning child abuse or neglect reports contained in the index, when making a placement with a responsible relative pursuant to Sections 281.5, 305, and 361.3 of the Welfare and Institutions Code. Upon receipt of relevant information concerning child abuse or neglect reports contained in the index from the Department of Justice pursuant to this subdivision, the agency shall also notify in writing the person listed in the CACI that he or she is in the index. The notification shall include the location of the original investigative report and the submitting agency. The notification shall be submitted to the person listed at the same time that all other parties are notified of the information, and no later than the actual judicial proceeding that determines placement.

(2) If information is requested by an agency for the placement of a child with a responsible relative in an emergency situation pursuant to Article 7 (commencing with Section 305) of Chapter 2 of Part 1 of Division 2 of the Welfare and Institutions Code, the department is exempt from the requirements of Section 1798.18 of the Civil Code if compliance would cause a delay in providing an expedited response to the child protective agency's inquiry and if further delay in placement may be detrimental to the child.

(d) The department shall make available any information maintained pursuant to subdivision (a) to out-of-state law enforcement agencies conducting investigations of known or suspected child abuse or neglect only when an agency makes the request for information in writing and on official letterhead, or as designated by the department, identifying the suspected abuser or victim by name and date of birth or approximate age. The request shall be signed by the department supervisor of the requesting law enforcement agency. The written requests shall cite the out-of-state statute or interstate compact provision that requires that the information contained within these reports shall be disclosed only to law enforcement, prosecutorial entities, or multidisciplinary investigative teams, and shall cite the safeguards in place to prevent unlawful disclosure of any confidential information provided by the requesting state or the applicable interstate compact provision.

(e) (1) The department shall make available to an out-of-state agency, for purposes of approving a prospective foster or adoptive parent in compliance with the Adam Walsh Child Protection and Safety Act of 2006 (Public Law 109-248), information regarding a known or suspected child abuser maintained pursuant to subdivision (a) concerning the prospective foster or adoptive parent, and any other adult living in the home of the prospective foster or adoptive parent. The department shall make that information available only when the out-of-state agency makes the request indicating that continual compliance will be maintained with the requirement in paragraph (20) of subsection (a) of Section 671 of Title 42 of the United States Code that requires the state to have in place safeguards to prevent the unauthorized disclosure of information in any child abuse and neglect registry maintained by the state and prevent the information from being used for a purpose other than the conducting of background checks in foster or adoption placement cases.

(2) With respect to any information provided by the department in response to the out-of-state agency's request, the out-of-state agency is responsible for obtaining the original investigative report

from the reporting agency, and for drawing independent conclusions regarding the quality of the evidence disclosed and its sufficiency for making decisions regarding the approval of prospective foster or adoptive parents.

(3) (A) Whenever information contained in the index is furnished pursuant to this subdivision, the department shall charge the out-of-state agency making the request a fee. The fee shall not exceed the reasonable costs to the department of providing the information. The only increase shall be at a rate not to exceed the legislatively approved cost-of-living adjustment for the department. In no case shall the fee exceed fifteen dollars (\$15).

(B) All moneys received by the department pursuant to this subdivision shall be deposited in the Department of Justice Child Abuse Fund, established under subparagraph (B) of paragraph (11) of subdivision (b). Moneys in the fund shall be available, upon appropriation by the Legislature, for expenditure by the department to offset the costs incurred to process requests for information pursuant to this subdivision.

(f) (1) Any person may determine if he or she is listed in the CACI by making a request in writing to the Department of Justice. The request shall be notarized and include the person's name, address, date of birth, and either a social security number or a California identification number. Upon receipt of a notarized request, the Department of Justice shall make available to the requesting person information identifying the date of the report and the submitting agency. The requesting person is responsible for obtaining the investigative report from the submitting agency pursuant to paragraph (11) of subdivision (b) of Section 11167.5.

(2) No person or agency shall require or request another person to furnish a copy of a record concerning himself or herself, or notification that a record concerning himself or herself exists or does not exist, pursuant to paragraph (1).

(g) If a person is listed in the CACI only as a victim of child abuse or neglect, and that person is 18 years of age or older, that person may have his or her name removed from the index by making a written request to the Department of Justice. The request shall be notarized and include the person's name, address, social security number, and date of birth.

11170.5. (a) Notwithstanding paragraph (4) of subdivision (b) of Section 11170, the Department of Justice shall make available to a licensed adoption agency, as defined in Section 8530 of the Family Code, information regarding a known or suspected child abuser maintained in the Child Abuse Central Index, pursuant to subdivision (a) of Section 11170, concerning any person who has submitted to the agency an application for adoption.

(b) A licensed adoption agency, to which disclosure of any information pursuant to subdivision (a) is authorized, is responsible for obtaining the original investigative report from the reporting agency, and for drawing independent conclusions regarding the quality of the evidence disclosed and the sufficiency of the evidence for making decisions when evaluating an application for adoption.

(c) Whenever information contained in the Department of Justice files is furnished as the result of an application for adoption pursuant to subdivision (a), the Department of Justice may charge the agency making the request a fee. The fee shall not exceed the reasonable costs to the department of providing the information. The only increase shall be at a rate not to exceed the legislatively approved cost-of-living adjustment for the department. In no case shall the fee exceed fifteen dollars (\$15).

All moneys received by the department pursuant to this subdivision shall be deposited in the Department of Justice Sexual Habitual Offender Fund pursuant to subparagraph (C) of paragraph (9) of subdivision (b) of Section 11170.

11171. (a) (1) The Legislature hereby finds and declares that adequate protection of victims of child physical abuse or neglect has been hampered by the lack of consistent and comprehensive medical examinations.

(2) Enhancing examination procedures, documentation, and evidence collection relating to child abuse or neglect will improve the

investigation and prosecution of child abuse or neglect as well as other child protection efforts.

(b) The Office of Emergency Services shall, in cooperation with the State Department of Social Services, the Department of Justice, the California Association of Crime Lab Directors, the California District Attorneys Association, the California State Sheriffs' Association, the California Peace Officers Association, the California Medical Association, the California Police Chiefs' Association, child advocates, the California Medical Training Center, child protective services, and other appropriate experts, establish medical forensic forms, instructions, and examination protocols for victims of child physical abuse or neglect using as a model the form and guidelines developed pursuant to Section 13823.5.

(c) The forms shall include, but not be limited to, a place for notation concerning each of the following:

(1) Any notification of injuries or any report of suspected child physical abuse or neglect to law enforcement authorities or children's protective services, in accordance with existing reporting procedures.

(2) Addressing relevant consent issues, if indicated.

(3) The taking of a patient history of child physical abuse or neglect that includes other relevant medical history.

(4) The performance of a physical examination for evidence of child physical abuse or neglect.

(5) The collection or documentation of any physical evidence of child physical abuse or neglect, including any recommended photographic procedures.

(6) The collection of other medical or forensic specimens, including drug ingestion or toxication, as indicated.

(7) Procedures for the preservation and disposition of evidence.

(8) Complete documentation of medical forensic exam findings with recommendations for diagnostic studies, including blood tests and X-rays.

(9) An assessment as to whether there are findings that indicate physical abuse or neglect.

(d) The forms shall become part of the patient's medical record pursuant to guidelines established by the advisory committee of the Office of Emergency Services and subject to the confidentiality laws pertaining to the release of medical forensic examination records.

(e) The forms shall be made accessible for use on the Internet.

11171.2. (a) A physician and surgeon or dentist or their agents and by their direction may take skeletal X-rays of the child without the consent of the child's parent or guardian, but only for purposes of diagnosing the case as one of possible child abuse or neglect and determining the extent of the child abuse or neglect.

(b) Neither the physician-patient privilege nor the psychotherapist-patient privilege applies to information reported pursuant to this article in any court proceeding or administrative hearing.

11171.5. (a) If a peace officer, in the course of an investigation of child abuse or neglect, has reasonable cause to believe that the child has been the victim of physical abuse, the officer may apply to a magistrate for an order directing that the victim be X-rayed without parental consent.

Any X-ray taken pursuant to this subdivision shall be administered by a physician and surgeon or dentist or their agents.

(b) With respect to the cost of an X-ray taken by the county coroner or at the request of the county coroner in suspected child abuse or neglect cases, the county may charge the parent or legal guardian of the child-victim the costs incurred by the county for the X-ray.

(c) No person who administers an X-ray pursuant to this section shall be entitled to reimbursement from the county for any administrative cost that exceeds 5 percent of the cost of the X-ray.

11172. (a) No mandated reporter shall be civilly or criminally

liable for any report required or authorized by this article, and this immunity shall apply even if the mandated reporter acquired the knowledge or reasonable suspicion of child abuse or neglect outside of his or her professional capacity or outside the scope of his or her employment. Any other person reporting a known or suspected instance of child abuse or neglect shall not incur civil or criminal liability as a result of any report authorized by this article unless it can be proven that a false report was made and the person knew that the report was false or was made with reckless disregard of the truth or falsity of the report, and any person who makes a report of child abuse or neglect known to be false or with reckless disregard of the truth or falsity of the report is liable for any damages caused. No person required to make a report pursuant to this article, nor any person taking photographs at his or her direction, shall incur any civil or criminal liability for taking photographs of a suspected victim of child abuse or neglect, or causing photographs to be taken of a suspected victim of child abuse or neglect, without parental consent, or for disseminating the photographs, images, or material with the reports required by this article. However, this section shall not be construed to grant immunity from this liability with respect to any other use of the photographs.

(b) Any person, who, pursuant to a request from a government agency investigating a report of suspected child abuse or neglect, provides the requesting agency with access to the victim of a known or suspected instance of child abuse or neglect shall not incur civil or criminal liability as a result of providing that access.

(c) Any commercial computer technician, and any employer of any commercial computer technician, who, pursuant to a warrant from a law enforcement agency investigating a report of suspected child abuse or neglect, provides the law enforcement agency with a computer or computer component which contains possible evidence of a known or suspected instance of child abuse or neglect, shall not incur civil or criminal liability as a result of providing that computer or computer component to the law enforcement agency.

(d) (1) The Legislature finds that even though it has provided immunity from liability to persons required or authorized to make reports pursuant to this article, that immunity does not eliminate the possibility that actions may be brought against those persons based upon required or authorized reports. In order to further limit the financial hardship that those persons may incur as a result of fulfilling their legal responsibilities, it is necessary that they not be unfairly burdened by legal fees incurred in defending those actions. Therefore, a mandated reporter may present a claim to the California Victim Compensation and Government Claims Board for reasonable attorney's fees and costs incurred in any action against that person on the basis of making a report required or authorized by this article if the court has dismissed the action upon a demurrer or motion for summary judgment made by that person, or if he or she prevails in the action. The California Victim Compensation and Government Claims Board shall allow that claim if the requirements of this subdivision are met, and the claim shall be paid from an appropriation to be made for that purpose. Attorney's fees awarded pursuant to this section shall not exceed an hourly rate greater than the rate charged by the Attorney General of the State of California at the time the award is made and shall not exceed an aggregate amount of fifty thousand dollars (\$50,000).

(2) This subdivision shall not apply if a public entity has provided for the defense of the action pursuant to Section 995 of the Government Code.

(e) A court may award attorney's fees and costs to a commercial film and photographic print processor when a suit is brought against the processor because of a disclosure mandated by this article and the court finds this suit to be frivolous.

11174. The Department of Justice, in cooperation with the State Department of Social Services, shall prescribe by regulation guidelines for the investigation of abuse in out-of-home care, as defined in Section 11165.5, and shall ensure that the investigation is conducted in accordance with the regulations and guidelines.

11174.1. (a) The Department of Justice, in cooperation with the State Department of Social Services, shall prescribe by regulation guidelines for the investigation of child abuse or neglect, as defined in Section 11165.6, in facilities licensed to care for children, and shall ensure that the investigation is conducted in accordance with the regulations and guidelines.

(b) For community treatment facilities, day treatment facilities, group homes, and foster family agencies, the State Department of Social Services shall prescribe the following regulations:

(1) Regulations designed to assure that all licensees and employees of community treatment facilities, day treatment facilities, group homes, and foster family agencies licensed to care for children have had appropriate training, as determined by the State Department of Social Services, in consultation with representatives of licensees, on the provisions of this article.

(2) Regulations designed to assure the community treatment facilities, day treatment facilities, group homes, and foster family agencies licensed to care for children maintain a written protocol for the investigation and reporting of child abuse or neglect, as defined in Section 11165.6, alleged to have occurred involving a child placed in the facility.

(c) The State Department of Social Services shall provide such orientation and training as it deems necessary to assure that its officers, employees, or agents who conduct inspections of facilities licensed to care for children are knowledgeable about the reporting requirements of this article and have adequate training to identify conditions leading to, and the signs of, child abuse or neglect, as defined in Section 11165.6.

11174.3. (a) Whenever a representative of a government agency investigating suspected child abuse or neglect or the State Department of Social Services deems it necessary, a suspected victim of child abuse or neglect may be interviewed during school hours, on school premises, concerning a report of suspected child abuse or neglect that occurred within the child's home or out-of-home care facility. The child shall be afforded the option of being interviewed in private or selecting any adult who is a member of the staff of the school, including any certificated or classified employee or volunteer aide, to be present at the interview. A representative of the agency investigating suspected child abuse or neglect or the State Department of Social Services shall inform the child of that right prior to the interview.

The purpose of the staff person's presence at the interview is to lend support to the child and enable him or her to be as comfortable as possible. However, the member of the staff so elected shall not participate in the interview. The member of the staff so present shall not discuss the facts or circumstances of the case with the child. The member of the staff so present, including, but not limited to, a volunteer aide, is subject to the confidentiality requirements of this article, a violation of which is punishable as specified in Section 11167.5. A representative of the school shall inform a member of the staff so selected by a child of the requirements of this section prior to the interview. A staff member selected by a child may decline the request to be present at the interview. If the staff person selected agrees to be present, the interview shall be held at a time during school hours when it does not involve an expense to the school. Failure to comply with the requirements of this section does not affect the admissibility of evidence in a criminal or civil proceeding.

(b) The Superintendent of Public Instruction shall notify each school district and each agency specified in Section 11165.9 to receive mandated reports, and the State Department of Social Services shall notify each of its employees who participate in the investigation of reports of child abuse or neglect, of the requirements of this section.

Mandated Reporter Verbal Report Form

1. Agency Contacted:
2. Agency Contact [name and title]:
3. Reporter [name and title]:
4. Name of Child/Elder:
5. Present Location of Child/Elder:
6. Nature & Extent of the injury or abuse:
7. Any other information requested by the agency:
8. Any other instructions or comments received by the agency:

Note: Keep a copy in your personal file and attach a copy with the reporting file

Child Protective Services (925) 646-1680

San Ramon Police Department (925) 973-2779 ask for Watch Commander

Adult Protective Services (877) 839-4347

SUSPECTED CHILD ABUSE REPORT

To Be Completed by **Mandated Child Abuse Reporters**
Pursuant to Penal Code Section 11166

CASE NAME: _____

PLEASE PRINT OR TYPE

CASE NUMBER: _____

A. REPORTING PARTY	NAME OF MANDATED REPORTER		TITLE		MANDATED REPORTER CATEGORY	
	REPORTER'S BUSINESS/AGENCY NAME AND ADDRESS		Street	City	Zip	DID MANDATED REPORTER WITNESS THE INCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO
	REPORTER'S TELEPHONE (DAYTIME) ()		SIGNATURE		TODAY'S DATE	
B. REPORT NOTIFICATION	<input type="checkbox"/> LAW ENFORCEMENT <input type="checkbox"/> COUNTY PROBATION		AGENCY			
	<input type="checkbox"/> COUNTY WELFARE / CPS (Child Protective Services)		ADDRESS		City	Zip
	DATE/TIME OF PHONE CALL		OFFICIAL CONTACTED - TITLE		TELEPHONE ()	
C. VICTIM One report per victim	NAME (LAST, FIRST, MIDDLE)			BIRTHDATE OR APPROX. AGE	SEX	ETHNICITY
	ADDRESS			Street	City	Zip
	PRESENT LOCATION OF VICTIM			SCHOOL	CLASS	GRADE
	PHYSICALLY DISABLED? <input type="checkbox"/> YES <input type="checkbox"/> NO	DEVELOPMENTALLY DISABLED? <input type="checkbox"/> YES <input type="checkbox"/> NO	OTHER DISABILITY (SPECIFY)		PRIMARY LANGUAGE SPOKEN IN HOME	
	IN FOSTER CARE? <input type="checkbox"/> YES <input type="checkbox"/> NO	IF VICTIM WAS IN OUT-OF-HOME CARE AT TIME OF INCIDENT, CHECK TYPE OF CARE: <input type="checkbox"/> DAY CARE <input type="checkbox"/> CHILD CARE CENTER <input type="checkbox"/> FOSTER FAMILY HOME <input type="checkbox"/> FAMILY FRIEND <input type="checkbox"/> GROUP HOME OR INSTITUTION <input type="checkbox"/> RELATIVE'S HOME			TYPE OF ABUSE (CHECK ONE OR MORE) <input type="checkbox"/> PHYSICAL <input type="checkbox"/> MENTAL <input type="checkbox"/> SEXUAL <input type="checkbox"/> NEGLECT <input type="checkbox"/> OTHER (SPECIFY)	
	RELATIONSHIP TO SUSPECT			PHOTOS TAKEN? <input type="checkbox"/> YES <input type="checkbox"/> NO	DID THE INCIDENT RESULT IN THIS VICTIM'S DEATH? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNK	
D. INVOLVED PARTIES	VICTIM'S SIBLINGS					
	NAME		BIRTHDATE	SEX	ETHNICITY	NAME
	1. _____				3. _____	
	2. _____				4. _____	
	VICTIM'S PARENTS/GUARDIANS					
	NAME (LAST, FIRST, MIDDLE)			BIRTHDATE OR APPROX. AGE	SEX	ETHNICITY
	ADDRESS			Street	City	Zip
	HOME PHONE ()			BUSINESS PHONE ()		
	NAME (LAST, FIRST, MIDDLE)			BIRTHDATE OR APPROX. AGE	SEX	ETHNICITY
	ADDRESS			Street	City	Zip
HOME PHONE ()			BUSINESS PHONE ()			
SUSPECT						
SUSPECT'S NAME (LAST, FIRST, MIDDLE)			BIRTHDATE OR APPROX. AGE	SEX	ETHNICITY	
ADDRESS			Street	City	Zip	
TELEPHONE ()			OTHER RELEVANT INFORMATION			
E. INCIDENT INFORMATION	IF NECESSARY, ATTACH EXTRA SHEET(S) OR OTHER FORM(S) AND CHECK THIS BOX <input type="checkbox"/> IF MULTIPLE VICTIMS, INDICATE NUMBER: _____					
	DATE / TIME OF INCIDENT		PLACE OF INCIDENT			
	NARRATIVE DESCRIPTION (What victim(s) said/what the mandated reporter observed/what person accompanying the victim(s) said/similar or past incidents involving the victim(s) or suspect)					

DEFINITIONS AND INSTRUCTIONS ON REVERSE

DO NOT submit a copy of this form to the Department of Justice (DOJ). The investigating agency is required under Penal Code Section 11169 to submit to DOJ a Child Abuse Investigation Report Form SS 8583 if (1) an active investigation was conducted and (2) the incident was determined not to be unfounded.

WHITE COPY-Police or Sheriff's Department; BLUE COPY-County Welfare or Probation Department; GREEN COPY- District Attorney's Office; YELLOW COPY-Reporting Party

DEFINITIONS AND GENERAL INSTRUCTIONS FOR COMPLETION OF FORM SS 8572

All Penal Code (PC) references are located in Article 2.5 of the PC. This article is known as the Child Abuse and Neglect Reporting Act (CANRA). The provisions of CANRA may be viewed at: <http://www.leginfo.ca.gov/calaw.html> (specify "Penal Code" and search for Sections 11164-11174.3). A mandated reporter must complete and submit the form SS 8572 even if some of the requested information is not known. (PC Section 11167(a).)

I. MANDATED CHILD ABUSE REPORTERS

- Mandated child abuse reporters include all those individuals and entities listed in PC Section 11165.7.

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 11165.9.)

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 practically possible by telephone and shall prepare and send a written report thereof *within 36 hours* of receiving the information concerning the incident. (PC Section 11166(a).)
- No mandated reporter who reports a suspected incident of child abuse or neglect shall be held civilly or criminally liable for any report required or authorized by CANRA. Any other person reporting a known or suspected incident of child abuse or neglect shall not incur civil or criminal liability as a result of any report authorized by CANRA unless it can be proven the report was false and the person knew it was false or made the report with reckless disregard of its truth or falsity. (PC Section 11172(a).)

IV. INSTRUCTIONS

- **SECTION A - REPORTING PARTY:** Enter the mandated reporter's name, title, category (from PC Section 11165.7), business/agency name and address, daytime telephone number, and today's date. Check yes-no whether the mandated reporter witnessed the incident. The signature area is for either the mandated reporter or, if the report is telephoned in by the mandated reporter, the person taking the telephoned report.

IV. INSTRUCTIONS (Continued)

- **SECTION B - REPORT NOTIFICATION:** Complete the name and address of the designated agency notified, the date/time of the phone call, and the name, title, and telephone number of the official contacted.
- **SECTION C - VICTIM (One Report per Victim):** Enter the victim's name, address, telephone number, birth date or approximate age, sex, ethnicity, present location, and, where applicable, enter the school, class (indicate the teacher's name or room number), and grade. List the primary language spoken in the victim's home. Check the appropriate yes-no box to indicate whether the victim may have a developmental disability or physical disability and specify any other apparent disability. Check the appropriate yes-no box to indicate whether the victim is in foster care, and check the appropriate box to indicate the type of care if the victim was in out-of-home care. Check the appropriate box to indicate the type of abuse. List the victim's relationship to the suspect. Check the appropriate yes-no box to indicate whether photos of the injuries were taken. Check the appropriate box to indicate whether the incident resulted in the victim's death.
- **SECTION D - INVOLVED PARTIES:** Enter the requested information for: Victim's Siblings, Victim's Parents/Guardians, and Suspect. Attach extra sheet(s) if needed (provide the requested information for each individual on the attached sheet(s)).
- **SECTION E - INCIDENT INFORMATION:** If multiple victims, indicate the number and submit a form for each victim. Enter date/time and place of the incident. Provide a narrative of the incident. Attach extra sheet(s) if needed.

V. DISTRIBUTION

- **Reporting Party:** After completing Form SS 8572, retain the yellow copy for your records and submit the top three copies to the designated agency.
- **Designated Agency:** *Within 36 hours* of receipt of Form SS 8572, send **white copy** to police or sheriff's department, **blue copy** to county welfare or probation department, and **green copy** to district attorney's office.

ETHNICITY CODES

1 Alaskan Native	6 Caribbean	11 Guamanian	16 Korean	22 Polynesian	27 White-Armenian
2 American Indian	7 Central American	12 Hawaiian	17 Laotian	23 Samoan	28 White-Central American
3 Asian Indian	8 Chinese	13 Hispanic	18 Mexican	24 South American	29 White-European
4 Black	9 Ethiopian	14 Hmong	19 Other Asian	25 Vietnamese	30 White-Middle Eastern
5 Cambodian	10 Filipino	15 Japanese	21 Other Pacific Islander	26 White	31 White-Romanian

CONFIDENTIAL REPORT - NOT SUBJECT TO PUBLIC DISCLOSURE

DATE COMPLETED:

REPORT OF SUSPECTED DEPENDENT ADULT/ELDER ABUSE

TO BE COMPLETED BY REPORTING PARTY. PLEASE PRINT OR TYPE. SEE GENERAL INSTRUCTIONS.

A. VICTIM Check box if victim consents to disclosure of information [Ombudsman use only - WIC 15636(a)]

Form section A containing fields for victim name, age, date of birth, SSN, gender, ethnicity, language, address, and present location.

B. SUSPECTED ABUSER Check if Self-Neglect

Form section B containing fields for abuser name, address, telephone, gender, ethnicity, age, D.O.B., height, weight, eyes, and hair.

C. REPORTING PARTY: Check appropriate box if reporting party waives confidentiality to:

Form section C containing fields for reporting party name, signature, occupation, agency, and relation to victim.

D. INCIDENT INFORMATION - Address where incident occurred:

Form section D containing fields for date/time of incident and place of incident.

E. REPORTED TYPES OF ABUSE (CHECK ALL THAT APPLY).

Form section E containing two columns of checkboxes for types of abuse: 1. PERPETRATED BY OTHERS and 2. SELF-NEGLECT.

F. REPORTER'S OBSERVATIONS, BELIEFS, AND STATEMENTS BY VICTIM IF AVAILABLE. DOES ALLEGED PERPETRATOR STILL HAVE ACCESS TO THE VICTIM?

G. TARGETED ACCOUNT

Form section G containing fields for account number, type of account, trust account, power of attorney, direct deposit, and other accounts.

H. OTHER PERSON BELIEVED TO HAVE KNOWLEDGE OF ABUSE. (family, significant others, neighbors, medical providers and agencies involved, etc.)

Form section H containing fields for name, address, telephone number, and relationship of the other person.

I. FAMILY MEMBER OR OTHER PERSON RESPONSIBLE FOR VICTIM'S CARE. (If unknown, list contact person).

Form section I containing fields for name, address, city, zip code, telephone, and relationship of the family member.

J. TELEPHONE REPORT MADE TO: Local APS, Local Law Enforcement, Local Ombudsman, Calif. Dept. of Mental Health, Calif. Dept. of Developmental Services

Form section J containing fields for name of official contacted by phone, telephone number, and date/time.

K. WRITTEN REPORT Enter information about the agency receiving this report. Do not submit report to California Department of Social Services Adult Programs Bureau.

Form section K containing fields for agency name, address or fax #, date mailed, and date faxed.

L. RECEIVING AGENCY USE ONLY Telephone Report, Written Report

Form section L containing fields for report received by, assigned status, approved by, cross-reported to, and APS/Ombudsman/Law Enforcement Case File Number.

REPORT OF SUSPECTED DEPENDENT ADULT/ELDER ABUSE GENERAL INSTRUCTIONS

PURPOSE OF FORM

This form, as adopted by the California Department of Social Services (CDSS), is required under Welfare and Institutions Code (WIC) Sections 15630 and 15658(a)(1). This form documents the information given by the reporting party on the suspected incident of abuse of an elder or dependent adult. "Elder," means any person residing in this state who is 65 years of age or older (WIC Section 15610.27). "Dependent Adult," means any person residing in this state, between the ages of 18 and 64, who has physical or mental limitations that restrict his or her ability to carry out normal activities or to protect his or her rights including, but not limited to, persons who have physical or developmental disabilities or whose physical or mental abilities have diminished because of age (WIC Section 15610.23). Dependent adult includes any person between the ages of 18 and 64 who is admitted as an inpatient to a 24-hour health facility (defined in the Health and Safety Code Sections 1250, 1250.2, and 1250.3).

COMPLETION OF THE FORM

1. This form may be used by the receiving agency to record information through a telephone report of suspected dependent adult/elder abuse. Complete items with an asterisk (*) when a telephone report of suspected abuse is received as required by statute and the California Department of Social Services.
2. If any item of information is unknown, enter "unknown."
3. Item A: Check box to indicate if the victim waives confidentiality.
4. Item C: Check box if the reporting party waives confidentiality. Please note that mandated reporters are required to disclose their names, however, non-mandated reporters may report anonymously.

REPORTING RESPONSIBILITIES

Mandated reporters (see definition below under "Reporting Party Definitions") shall complete this form for each report of a known or suspected instance of abuse (physical abuse, sexual abuse, financial abuse, abduction, neglect, (self-neglect), isolation, and abandonment (see definitions in WIC Section 15610) involving an elder or a dependent adult. **The original of this report shall be submitted within two (2) working days of making the telephone report to the responsible agency as identified below:**

- The county Adult Protective Services (APS) agency or the local law enforcement agency (if abuse occurred in a private residence, apartment, hotel or motel, or homeless shelter).
- Long-Term Care Ombudsman (LTCO) program or the local law enforcement agency (if abuse occurred in a nursing home, adult residential facility, adult day program, residential care facility for the elderly, or adult day health care center).
- The California Department of Mental Health or the local law enforcement agency (if abuse occurred in Metropolitan State Hospital, Atascadero State Hospital, Napa State Hospital, or Patton State Hospital).
- The California Department of Developmental Services or the local law enforcement agency (if abuse occurred in Sonoma Developmental Center, Lanterman Developmental Center, Porterville Developmental Center, Fairview Developmental Center, or Agnews Developmental Center).

WHAT TO REPORT

Any mandated reporter who, in his or her professional capacity, or within the scope of his or her employment has observed, suspects, or has knowledge of an incident that reasonably appears to be physical abuse (including sexual abuse), abandonment, isolation, financial abuse, abduction, or neglect (including self-neglect), or is told by an elder or a dependent adult that he or she has experienced behavior constituting physical abuse, abandonment, isolation, financial abuse, abduction, or neglect, shall report the known or suspected instance of abuse by telephone immediately or as soon as practicably possible, and by written report sent within two working days to the appropriate agency.

REPORTING PARTY DEFINITIONS

Mandated Reporters (WIC) "15630 (a) Any person who has assumed full or intermittent responsibility for care or custody of an elder or dependent adult, whether or not that person receives compensation, including administrators, supervisors, and any licensed staff of a public or private facility that provides care or services for elder or dependent adults, or any elder or dependent adult care custodian, health practitioner, clergy member, or employee of a county adult protective services agency or a local law enforcement agency, is a mandated reporter."

Care Custodian (WIC) "15610.17 'Care custodian' means an administrator or an employee of any of the following public or private facilities or agencies, or persons providing care or services for elders or dependent adults, including members of the support staff and maintenance staff: (a) Twenty-four-hour health facilities, as defined in Sections 1250, 1250.2, and 1250.3 of the Health and Safety Code. (b) Clinics. (c) Home health agencies. (d) Agencies providing publicly funded in-home supportive services, nutrition services, or other home and community-based support services. (e) Adult day health care centers and adult day care. (f) Secondary schools that serve 18- to 22-year-old dependent adults and postsecondary educational institutions that serve dependent adults or elders. (g) Independent living centers. (h) Camps. (i) Alzheimer's Disease Day Care Resource Centers. (j) Community care facilities, as defined in Section 1502 of the Health and Safety Code, and residential care facilities for the elderly, as defined in Section 1569.2 of the Health and Safety Code. (k) Respite care facilities. (l) Foster homes. (m) Vocational rehabilitation facilities and work activity centers. (n) Designated area agencies on aging. (o) Regional centers for persons with developmental disabilities. (p) State Department of Social Services and State Department of Health Services licensing divisions. (q) County welfare departments. (r) Offices of patients' rights advocates and clients' rights advocates, including attorneys. (s) The Office of the State Long-Term Care Ombudsman. (t) Offices of public conservators, public guardians, and court investigators. (u) Any protection or advocacy

GENERAL INSTRUCTIONS (Continued)

agency or entity that is designated by the Governor to fulfill the requirements and assurances of the following: (1) The federal Developmental Disabilities Assistance and Bill of Rights Act of 2000, contained in Chapter 144 (commencing with Section 15001) of Title 42 of the United States Code, for protection and advocacy of the rights of persons with developmental disabilities. (2) The Protection and Advocacy for the Mentally Ill Individuals Act of 1986, as amended, contained in Chapter 114 (commencing with Section 10801) of Title 42 of the United States Code, for the protection and advocacy of the rights of persons with mental illness. (v) Humane societies and animal control agencies. (w) Fire departments. (x) Offices of environmental health and building code enforcement. (y) Any other protective, public, sectarian, mental health, or private assistance or advocacy agency or person providing health services or social services to elders or dependent adults."

Health Practitioner (WIC) "15610.37 'Health practitioner' means a physician and surgeon, psychiatrist, psychologist, dentist, resident, intern, podiatrist, chiropractor, licensed nurse, dental hygienist, licensed clinical social worker or associate clinical social worker, marriage, family, and child counselor, or any other person who is currently licensed under Division 2 (commencing with Section 500) of the Business and Professions Code, any emergency medical technician I or II, paramedic, or person certified pursuant to Division 2.5 (commencing with Section 1797) of the Health and Safety Code, a psychological assistant registered pursuant to Section 2913 of the Business and Professions Code, a marriage, family, and child counselor trainee, as defined in subdivision (c) of Section 4980.03 of the Business and Professions Code, or an unlicensed marriage, family, and child counselor intern registered under Section 4980.44 of the Business and Professions Code, state or county public health or social service employee who treats an elder or a dependent adult for any condition, or a coroner."

Officers and Employees of Financial Institutions (WIC) "15630.1. (a) As used in this section, "mandated reporter of suspected financial abuse of an elder or dependent adult" means all officers and employees of financial institutions. (b) As used in this section, the term "financial institution" means any of the following: (1) A depository institution, as defined in Section 3(c) of the Federal Deposit Insurance Act (12 U.S.C. Sec. 1813(c)). (2) An institution-affiliated party, as defined in Section 3(u) of the Federal Deposit Insurance Act (12 U.S.C. Sec. 1813(u)). (3) A federal credit union or state credit union, as defined in Section 101 of the Federal Credit Union Act (12 U.S.C. Sec. 1752), including, but not limited to, an institution-affiliated party of a credit union, as defined in Section 206(r) of the Federal Credit Union Act (12 U.S.C. Sec. 1786 (r)). (c) As used in this section, "financial abuse" has the same meaning as in Section 15610.30. (d)(1) Any mandated reporter of suspected financial abuse of an elder or dependent adult who has direct contact with the elder or dependent adult or who reviews or approves the elder or dependent adult's financial documents, records, or transactions, in connection with providing financial services with respect to an elder or dependent adult, and who, within the scope of his or her employment or professional practice, has observed or has knowledge of an incident that is directly related to the transaction or matter that is within that scope of employment or professional practice, that reasonably appears to be financial abuse, or who reasonably suspects that abuse, based solely on the information before him or her at the time of reviewing or approving the document, records, or transaction in the case of mandated reporters who do not have direct contact with the elder or dependent adult, shall report the known or suspected instance of financial abuse by telephone immediately, or as soon as practicably possible, and by written report sent within two working days to the local adult protective services agency or the local law enforcement agency."

MULTIPLE REPORTERS

When two or more mandated reporters are jointly knowledgeable of a suspected instance of abuse of a dependent adult or elder, and when there is agreement among them, the telephone report may be made by one member of the group. Also, a single written report may be completed by that member of the group. Any person of that group, who believes the report was not submitted, shall submit the report.

IDENTITY OF THE REPORTER

The identity of all persons who report under WIC Chapter 11 shall be confidential and disclosed only among APS agencies, local law enforcement agencies, LTCO coordinators, California State Attorney General Bureau of Medi-Cal Fraud and Elder Abuse, licensing agencies or their counsel, Department of Consumer Affairs Investigators (who investigate elder and dependent adult abuse), the county District Attorney, the Probate Court, and the Public Guardian. Confidentiality may be waived by the reporter or by court order.

FAILURE TO REPORT

Failure to report by mandated reporters (as defined under "Reporting Party Definitions") any suspected incidents of physical abuse (including sexual abuse), abandonment, isolation, financial abuse, abduction, or neglect (including self-neglect) of an elder or a dependent adult is a misdemeanor, punishable by not more than six months in the county jail, or by a fine of not more than \$1,000, or by both imprisonment and fine. Any mandated reporter who willfully fails to report abuse of an elder or a dependent adult, where the abuse results in death or great bodily injury, may be punished by up to one year in the county jail, or by a fine of up to \$5,000, or by both imprisonment and fine.

Officers or employees of financial institutions (defined under "Reporting Party Definitions") are mandated reporters of financial abuse (effective January 1, 2007). These mandated reporters who fail to report financial abuse of an elder or dependent adult are subject to a civil penalty not exceeding \$1,000. Individuals who willfully fail to report financial abuse of an elder or dependent adult are subject to a civil penalty not exceeding \$5,000. These civil penalties shall be paid by the financial institution, which is the employer of the mandated reporter to the party bringing the action.

GENERAL INSTRUCTIONS (Continued)

EXCEPTIONS TO REPORTING

Per WIC Section 15630(b)(3)(A), a mandated reporter who is a physician and surgeon, a registered nurse, or a psychotherapist, as defined in Section 1010 of the Evidence Code, shall not be required to report a suspected incident of abuse where all of the following conditions exist:

- (1) The mandated reporter has been told by an elder or a dependent adult that he or she has experienced behavior constituting physical abuse (including sexual abuse), abandonment, isolation, financial abuse, abduction, or neglect (including self-neglect).
- (2) The mandated reporter is not aware of any independent evidence that corroborates the statement that the abuse has occurred.
- (3) The elder or the dependent adult has been diagnosed with a mental illness or dementia, or is the subject of a court-ordered conservatorship because of a mental illness or dementia.
- (4) In the exercise of clinical judgment, the physician and surgeon, the registered nurse, or the psychotherapist, as defined in Section 1010 of the Evidence Code, reasonably believes that the abuse did not occur.

Per WIC Section 15630(b)(4)(A), in a long-term care facility, a mandated reporter who the California Department of Health Services determines, upon approval by the Bureau of Medi-Cal Fraud and the Office of the State Long-Term Care Ombudsman (OSLTCO), has access to plans of care and has the training and experience to determine whether all the conditions specified below have been met, shall not be required to report the suspected incident of abuse:

- (1) The mandated reporter is aware that there is a proper plan of care.
- (2) The mandated reporter is aware that the plan of care was properly provided and executed.
- (3) A physical, mental, or medical injury occurred as a result of care pursuant to clause (1) or (2).
- (4) The mandated reporter reasonably believes that the injury was not the result of abuse.

DISTRIBUTION OF SOC 341 COPIES

Mandated reporter: After making the telephone report to the appropriate agency, the reporter shall send the original and one copy to the agency; keep one copy for the reporter's file.

Receiving agency: Place the original copy in the case file. Send a copy to a cross-reporting agency, if applicable.

DO NOT SEND A COPY TO THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES ADULT PROGRAMS BUREAU.



CITY OF SAN RAMON

ADMINISTRATIVE POLICY

Mandated Reporters

July 7, 2014

CITY OF SAN RAMON



ADMINISTRATIVE POLICY

Date: July 7, 2014
Effective: July 7, 2014

SUBJECT: Mandated Reporter

PURPOSE:

The intent of this policy is to comply with provisions of California Penal Code 11164-11174.3 and Welfare and Institutions Code Section 15630. The policy identifies city employees who are mandated reporters, outlines the required training, and the reporting procedures.

The Policy herein stated and approved shall become effective upon the date of approval and signature by the City Manager.

A handwritten signature in black ink, appearing to read "Greg Rogers".

Greg Rogers, City Manager

POLICY

This policy identifies the following employees as mandated reporters under California Penal Code Section 11165.7 (a) which defines those positions that are mandated reporters. The City has identified the following employee groups and classifications as mandated reporters:

- (1) All employees of the Parks and Community Services Department [Section 11165.7a (6), (7), (8), (42), (44)]
- (2) Course instructors/contractors and coaches of the Parks and Community Services Department [Section 11165.7a (1), (2), (44)] who instruct courses requiring direct contact and supervision of children.
- (3) Select volunteers (coaches) of the Parks and Community Services Department [Section 11165.7a (44)]
- (4) Sworn Police Officers of the San Ramon Police Department [Section 11165.7a (34)]
- (5) All employees of the San Ramon Police Department
- (6) City Manager
- (7) Human Resources/Employee Services Manager
- (8) Administrative Services Director

SCOPE OF POLICY

Those persons holding positions as identified above in a professional capacity, are mandated by California law (State Penal Code 11164 – 11174.3) to report known or suspected child abuse and by the (Welfare and Institutions Code Section 15630) to report known or suspected elder/dependent adult abuse.

Volunteers (with the exception of coaches) are excluded from the definition of Mandated Reporters for Child Abuse under the Penal Code, even those who have direct contact with and supervise children [P.C. section 11165.7(b)]. However, the City will advise and encourage that all volunteers in the Parks and Community Services Department obtain training in the identification and reporting of child abuse and neglect and are further encouraged to report known or suspected instances of child abuse and neglect. Mandated Reporters for Elder Abuse are anyone [including volunteers] who has assumed full or intermittent responsibility for care or custody of an elder or dependent adult (WIC 15630).

DEFINITION OF

Section 11165.1 defines the types of abuse which must be reported and includes the willful harming or injuring of a child or the endangering of the person or health of a child, a situation in which any person wilfully causes or permits any child to suffer, or inflicts thereon, unjustifiable physical pain or mental suffering.

A summary of those definitions is as follows:

Child Abuse: Damage to a child for which there is no “reasonable” explanation or you have a reasonable suspicion includes:

- Physical (injury or pattern of injuries that are not accidental)
- Neglect (Occurs when adults responsible for the well-being and care of a child fail to provide for them.)
- Emotional (Any chronic or persistent act by adult that endangers the mental health or emotional development to the degree that the child may harm herself or himself.)
- Sexual (The sexual assault or exploitation of children over long periods of time or a single incident, Sexual assault is defined as forcible rape, sodomy or incest, child molestation, and lewd and lascivious conduct (Penal Code 11165.1). A mandated reporter has a duty to report child abuse when he or she has a reasonable suspicion that a child 13 or younger is engaged in sexual activities with a person of “disparate age” or a person older than 14, regardless of whether the sexual activity is consensual.)

Elder (65 and older)/Dependent Adult (18-64 person with mental or physical disabilities) Abuse

The following are the types of elder/dependent adult abuse:

- Physical (includes- cuts, bruises, dehydration, cigarette burns etc.)
- Financial (mismanagement of money or property)
- Psychological (verbal harassment, threats etc.)
- Neglect (failure of a caregiver to provide basic necessities)
- Self-Neglect (person unable to manage his/her personal needs)
- Isolation (actions, which prevent an elder or dependent adult from receiving mail or phone calls, physical restraint, false imprisonment)

RESPONSIBILITIES

The City will provide annual training to all mandated reporters. The responsibility of ensuring that the training is completed lies with the respective Department Heads and the Human Resources Division. Training records of this annual training will be kept by both the Human Resources Division and the respective Departments.

Department Heads may delegate the specific training to supervisors whose responsibility is to provide adequate training of all staff, all volunteers and contractors who interact with children, elders and dependent adults in a professional capacity on the provisions of this

policy including State Penal Code 11164-11174.3 and Welfare and Institutions Code Section 15630, including how to make a report and how to seek assistance, if needed, from the supervisor.

It is the supervisor's responsibility to assist the mandated reporter, if needed, in making contact with the appropriate agency to report suspected abuse.

Mandated Reporter Responsibility:

It is the mandated reporter's responsibility to report suspected abuse to Child Protective Services/Adult Protective Services or the San Ramon Police Department or if the staff suspects the child and/or elder/dependent adult is in immediate/imminent danger (i.e. bruises, marks, fearful to return home) to the San Ramon Police Department immediately.

Any mandated reporter who has knowledge of or observes a child and/or dependent adult/elder, in his or her professional capacity or within the scope of his or her employment or assignment, whom he or she knows or reasonably suspects has been the victim of abuse or neglect must report said observation to a designated child/elder protective agency immediately or as soon as practically possible stating his/her (1)name, (2)name of the child/elder, (3) present location of the child/elder, (4) nature and extent of the injury; and (5) any other information requested by the agency (under Penal Code section 11167, subdivision (a) . Notes of the verbal report should be kept with the reporting file including (1) date of report, (2) name of agency contact, (3) any other comments or instructions received (Mandated Reporter Verbal Report Form, Attachment D).

The Parks and Community Services Department and the San Ramon Police Department shall maintain more detailed procedures that support and implement this City Administrative policy.

Child Abuse Reporting: A written report must be filed on the official form listed below as soon as possible or within 36 hours if reporting to Child Protective Services. The address is 400 Ellinwood Way, Pleasant Hill, CA 94523 or fax to (925) 602-6980. The phone number for Child Protective Services is (925) 646-1680. *The Police Department will fill out the form if they are the notified party and investigate the suspected abuse.
Child Investigation Report Form SS 8572 for suspected child abuse.

Dependent Adult/Elder Abuse Reporting: A written report must be filed on the official form listed below as soon as possible or within 2 working days if reporting to Adult Protective Services. The address is 500 Ellinwood Way Ste. 300, Pleasant Hill, CA 94523 or fax to (925) 602-4195. The phone number for Adult Protective Services is (877) 839-4347. *The Police Department will fill out the form if they are the notified party and investigate the suspected abuse.

Report of Suspected Dependent Adult/Elder Abuse Form SOC 341.

San Ramon Police Department Reporting: If a child or elder is in immediate danger, contact 9-1-1. Otherwise, file a verbal report with the Police Department. Call dispatch at (925) 973-2779 and ask for the **Watch Commander**. The Watch Commander will assign an officer to take the report. The verbal report should be followed up with either the Child Investigation Report Form SS 8572 or Report of Suspected Dependent Adult/Elder Abuse Form SOC 341.

Child/Elder abuse reports are confidential and should be disclosed only to personnel who are part of the reporting procedure stated above. Reports should be kept in a separate, secure, confidential file with the Human Resources Division. A reporter should never give a copy of the report to the parent or caregiver of the individual involved or to anyone else who does not specifically have legal permission to receive the report. No mandated reporter who reports a suspected incident of abuse or neglect shall be held civilly or criminally liable for any report required or authorized by CANRA (Child Abuse and Neglect Reporting Act).

The Mandated reporter is required to report, not investigate, the suspected abuse. The mandated reporter should keep a personal record of their report including the date and time of the report, whom the report was made with.

EMPLOYEE AND VOLUNTEER COACH ACKNOWLEDGMENT OF MANDATED REPORTING REQUIREMENTS, AND RECEIPT OF PENAL CODE STATUTES

A mandated reporter is an individual who is obligated by law to report suspected cases of child abuse and neglect. In general, any individual who, in the ordinary course of their employment, has contact with children is a mandated reporter. Mandated reporters include those employees, contractors, and select volunteers (coaches, instructional aides, or mentors) of a public youth center, youth recreation program, public day camp, any athletic coach, or whose duties require direct contact and supervision of children. (California Penal Code §11165.7.)

If your job duties as an employee, volunteer coach (defined as coach, instructional aide, or mentor) or an independent contractor of the City of San Ramon include contact with children, you are a Mandated Reporter. Prior to commencing employment and as a prerequisite of that employment, California law requires that you sign a statement to the effect that you have knowledge of the provisions of the Mandated Reporter Law, and will comply with those provisions. (California Penal Code §11166.5.)

The following are your Mandated Reporter responsibilities under California law. You are also being provided with a separate informational document which includes the text of the California Mandated Reporter Law and contact information for Child Abuse and Neglect Reporting for the County of Contra Costa. Please review this information carefully and acknowledge your receipt and understanding where indicated. If you have questions or concerns about this form or your Mandated Reporter responsibilities, please contact your Supervisor.

I understand that:

- By virtue of my employment or volunteer activity as a coach, instructional aide or mentor status with the City of San Ramon, and because my employment or volunteer activity requires me to have contact with children, I am a Mandated Reporter as defined by California Penal Code §11165.7.
- The following situations trigger mandatory reports: a) Physical Abuse (willful harming of a child); b) Sexual Abuse including sexual assault, child exploitation, pornography, and trafficking; c) Severe or General Neglect; and d) Extreme Corporal Punishment (resulting in injury). (Cal. Pen. Code §11165 et seq.) I further understand that I may, but am not required to, report suspected Emotional Abuse. (Cal. Pen. Code §11166.05.)
- If I reasonably suspect that a child is being abused, I must immediately make a telephone report. I must follow up with a written report within 36 hours. This report may be made to local law enforcement, or County Sheriff's Department, Probation Department or Child Welfare Agency. (Cal. Pen. Code §11166(a).)
- If I reasonably suspect that a child is being abused, I may consult with my supervisor or management. My supervisor and I may agree to file a joint report, but I understand that even if my supervisor disagrees with me, if I reasonably suspect that a child is being abused, I must make a report. (Cal. Pen. Code §11166(h).)

- I am not required to, but I may, share information about suspected abuse with my supervisor or management.
- When I make a mandated report, I will be required to give my name. However, my identity will be kept confidential unless I either consent to disclosure or if disclosure is made pursuant to a court order. Further, agencies investigating the mandated report may disclose my identity to one another. (Cal. Pen. Code §11167(d).)
- The following agencies and individuals receiving or investigating mandated reports may disclose my identity to one another:
 - Prosecutors in a criminal prosecution or in an action initiated under Section 602 of the Welfare and Institutions Code arising from alleged child abuse;
 - Counsel appointed pursuant to subdivision (c) of Section 317 of the Welfare and Institutions Code;
 - The county counsel or prosecutor in a proceeding under Part 4 (commencing with Section 7800) of Division 12 of the Family Code or Section 300 of the Welfare and Institutions Code;
 - A licensing agency when abuse or neglect in out-of-home care is reasonably suspected. (Cal. Pen. Code §11167.5.)
- I may not be disciplined, dismissed, retaliated against, discriminated against or harassed for making a mandated report of reasonably suspected child abuse.
- As a Mandated Reporter, I have civil and criminal immunity when making a report. (Cal. Pen. Code §11172.)
- As a Mandated Reporter, it is a misdemeanor to fail to comply with Mandated Reporting laws and I can be held criminally liable for failing to report suspected abuse. The penalty for this is up to six months in County jail, a fine of not more than \$1000, or both. I further understand I could be civilly liable for failure to report. (Cal. Pen. Code §11166(c).)

I have been provided with a copy of California Penal Code sections 11164-11174.3 (Mandated Reporter Law) as well as the City of San Ramon Administrative Policy – Mandated Reporters dated July 7, 2014. I understand that I am a legally Mandated Reporter. I am aware of and understand my responsibilities under the Mandated Reporter laws of this state and am willing and able to comply. I understand that a copy of this Acknowledgement will be kept in my personnel file or in the case of a volunteer coach in the Parks & Community Services Administrative/HR Office.

Name (Signature)

Date

Name (Print)

APPENDIX E



SAN RAMON PARKS & COMMUNITY SERVICES
Creating Community through People, Parks, Partnerships & Programs
(925) 973-3200 www.SanRamon.ca.gov Fax (925) 830-5162

Facility Use/ Room Layout Form

Please fill out and return with your proposal

Class Activity _____

Instructor Name _____ Phone Number _____

Day of Class _____ Dates _____ Time _____

Room _____

Equipment Needed

Number of Tables _____ Number of Chairs _____

Room Set-Up / Lay out of how you want the room set up - Please draw a picture of how you want the room set up.

**City of San Ramon
Parks and Community Services Department
Accident / Incident Report**

Internal Only

ACCIDENT INCIDENT

Date ____/____/____

Use Separate Form for Accidents/Incidents Involving a City Owned Vehicle

1. INFORMATION (Accident/Incident)

OCCURRED: (Check all that apply) At City Facility At Non-City Facility During City Program During Non-Program Time
 During Rental at Facility Under Rental Permit During Facility Use Permitted by Agreement Other _____

2. INFORMATION (Victim)

Last _____ First _____ Middle _____
Address _____ City _____ State _____ Zip _____
Phone # (_____) _____ Age _____ M F
Day _____ Time _____ am pm Employee Participant Contractor Volunteer

3. LOCATION OF ACCIDENT/INCIDENT: Dougherty Valley Performing Arts Center Teen Center: Location _____
 San Ramon Olympic Pool and Aquatic Park San Ramon Community Center Forest Home Farms Historic Park
 Alcosta Senior and Community Center Dougherty Valley Aquatic Center Dougherty Station Community Center
 Park: Location _____ Gym: Location _____ Off-Site: Location _____

Pool Pool Deck Grass Area Bleachers Parking Lot Locker Room
 Lobby Athletic Field # _____ (name of room) _____ Other: _____

4. ACCIDENT/ INCIDENT TYPE (Check any that apply) If Incident skip to #11

Diabetic Cardiac Bleeding Burns Shock Stroke Property Damage (describe damage under staff narrative)
 Water Rescue Seizure Heat Related Allergic Reaction Respiratory/Hyperventilation Other (specify): _____

5. VICTIM'S CONDITION

Initial Condition (check all that apply)

Conscious Alert Disoriented Unconscious
 Breathing Has Pulse Wounds/Bruising

Upon Release

Conscious Unconscious
 Alert Disoriented

6. IMMEDIATE STAFF ACTION TAKEN

First Aid Treatment Yes No

Wear Gloves/Protective Equipment Yes No

If No Why Not? _____

E.M.S. Contacted Yes No

Performed Rescue Breathing by: _____ Yes No

Performed CPR by: _____ Yes No

*AED Administered by: _____ Yes No

Oxygen Administered Yes No NA

Other: _____

*If AED administered complete AED Post Incident Report from Facility Supervisor

7. EMS RESPONSE

Who Contacted: _____

EMS: _____

Time Contacted _____ Time Arrived: _____

Name of Responding Officer: _____

Police Report#: _____

TRANSPORTATION:

TRANSPORTED TO: _____

Driver's Name: _____

Doctor Hospital Emergency Vehicle

Home Private Vehicle Police

Other _____

8. NATURE OF INJURY

Pain Cuts Swelling

Bleeding Discoloration Scrapes

Other (Specify) _____

9. LOCATION OF INJURY

A. Please Indicate the general location(s) of injury

Left Lower Front Right Upper Back

B. Please indicate specific injured location(s)

Eye Hand Upper Arm Leg Neck

Ear Thumb Elbow Ankle Shoulder

Nose Index Finger Forearm Foot Back

Mouth Middle Finger Wrist Toe Head

Facial Ring Finger Chest Knee Scalp

Chin Little Finger Hip Pelvis Abdomen

Dental Other _____

10. RELEASE TO

Parent/Guardian EMS Other _____

Parent Notification: Yes No

TIME OF RELEASE: _____

Release to Name: _____



SAN RAMON PARKS & COMMUNITY SERVICES
Creating Community through People, Parks, Partnerships & Programs
(925) 973-3200 www.SanRamon.ca.gov Fax (925) 830-5162

CLASS REPORT

Request for Payment for Contractual Services

Date: _____

To: City of San Ramon Parks and Community Services Department

From: Instructor / Business Name: _____

Address: _____

Phone #: _____ Fax #: _____

Course Information

Class Title: _____ Activity #: _____

Class Dates: _____ Times: _____

Number of Participants Registered: _____

Number of No-Shows/ Cancelled Registrants: _____

Actual Number in Attendance: _____

Instructor Signature

Date

Program Manager/Coordinator Signature

Date