



right start

New Employee Program





Pat Allen
DCBS Director



Jean Straight
DCBS Deputy Director

Welcome!

We are pleased to have you as a team member of the Department of Consumer and Business Services (DCBS), Oregon's largest business regulatory agency. The role you play is an important one and meaningful for the hundreds of thousands of Oregonians we serve. Your contribution really does make a difference and we are pleased that you joined our team.

DCBS processes thousands of employment applications per year, and we look for exceptional candidates who have unique skills necessary for providing a high level of professional customer service. Although employees become members of the DCBS team in a variety of ways, one thing is clear: **You were chosen.**

Over the next several pages, we will introduce you to some basic concepts about the work we do, provide you with valuable resources, and answer questions that may arise as you begin the **RightStart** New Employee Program. We believe that with this information, you will be able to focus on what it will take to be successful in your job so you can feel confident that you are getting off to the right start.

Thank you for joining us and being a part of the exciting world of consumer protection. Every position at DCBS is significant in accomplishing our mission and achieving our goals, so, let's get started!

A handwritten signature in blue ink that reads "Pat Allen".

Pat Allen,
Director

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DCBS Foundations: What We Are About

Mission:

To protect and serve Oregon's consumers and workers while supporting a positive business climate.

What we value:

- ◆ A commitment to public service
- ◆ Integrity, expertise, and personal responsibility
- ◆ Collaborative, creative efforts to find solutions
- ◆ Effectiveness and accountability in our people and programs
- ◆ Excellent customer service
- ◆ Effective communication
- ◆ Respect for the diverse community of DCBS
- ◆ A positive business climate



What we do:

DCBS is Oregon's largest business regulatory and consumer protection agency. The department focuses on the following areas:

- ◆ Safe and healthy workplaces
- ◆ Safe and efficient buildings
- ◆ Sound financial systems
- ◆ Protection for consumers of financial products
- ◆ Availability of safe, affordable financial and insurance products
- ◆ Affordable and available workers' compensation benefits
- ◆ Education for consumers, workers, and businesses



Strategies to achieve our goals:

- ◆ Actively work with stakeholders and customers to seek input and solve problems
- ◆ Focus efforts on improving outcomes for consumers and workers
- ◆ Structure regulatory programs to impose the minimum burden on regulated businesses consistent with achieving the desired outcomes
- ◆ Promote choices and access for Oregon consumers and businesses by supporting the success of industries in the economic sectors we regulate
- ◆ Use a combination of regulation, enforcement, education, consultation, or direct service delivery to achieve results
- ◆ Use technology and other tools to exchange information easily and conduct business
- ◆ Measure programs and approaches for results and look for improvement
- ◆ Improve cost-effectiveness and ensure services provide value to consumers, workers, and businesses

Equality, Diversity, and Inclusion

Our mission is to serve consumers and workers in the state, and it is important to have a workforce that reflects the diversity of our customers. The Department of Consumer and Business Services (DCBS) recognizes a diverse workforce is crucial to serve Oregonians. Diversity is more than just ethnicity; it is bringing diverse perspectives, ideas, and life experiences into a collaborative work environment and using everyone's ideas to solve complex issues. Organizations with a diverse workforce tend to perform better at solving complex problems than a homogenous workforce.



DCBS is committed to providing Oregonians with equal access to its programs and services and fair and equal employment opportunities.

DCBS employees will treat all people with dignity and respect and will not discriminate on the basis of race, color, ancestry, national origin, age, marital status, sexual orientation, political or religious affiliation, or physical or mental disability. All employment decisions will be based on an individual's relevant experience, education and training, and suitability relative to a position, without regard to race, color, ancestry, national origin, age, marital status, sexual orientation, political or religious affiliation, or physical or mental disability.

The department works to achieve and maintain diversity (people's differences) through:

- ◆ Reaching out and providing career placement assistance to diverse organizations when recruiting for positions.
- ◆ Enforcing a zero-tolerance policy against any form of discrimination or harassment.
- ◆ Maintaining a copy of the DCBS Affirmative Action Plan on its website, making it available for managers and employees to review.
- ◆ Training managers on equitable and effective interviewing techniques.

The department works to achieve an inclusive and respectful work environment through:

- ◆ Holding all managers and employees accountable for creating and promoting a work environment that is welcoming and free from hostility or unwelcome behavior.
- ◆ Including in all training (not just diversity-related training) a component of always being respectful and welcoming to your co-workers, customers, and managers.
- ◆ Everyone having an expectation that a welcoming environment is important. If everyone does many small things all the time, that is when change happens. Some ways to create a welcoming environment include:
 - ◆ Having lunch with someone different than you
 - ◆ Thanking someone for his or her good work
 - ◆ Thanking a manager or leader who are visible examples of inclusion
 - ◆ Doing something kind for someone with whom you work
 - ◆ Being sensitive and understanding toward others – no one is truly perfect, and we all have an occasional bad day

Working together, the department's workforce at all levels creates an atmosphere of respect, equity, and cooperation that reflects our rich, multicultural society. Through this collaborative effort, we can effectively and efficiently achieve our mission of protecting consumers and workers.

Employee Services (ES)

"We make people successful"

503-378-3200

<http://inside.cbs.state.or.us/crossdiv/es/index.html>

<http://www.oregon.gov/DCBS/RightStart/Pages/rightstart.aspx>



The goal in Employee Services is to provide exceptional customer service to every DCBS employee while ensuring a positive work environment, encouraging personal development and professional growth, and supporting the agency in its mission. Employee Services professionals provide interpretation, advice, and counsel in a wide range of human resource-related topics. In short, Employee Services makes people successful.



Training and Development

The Training and Development Team works with employees to reach their full potential. The training team is committed to providing quality, innovative, and interactive research-based training that results in new awareness and knowledge, and the acquisition of immediately usable skills.

Recruitment

We have an effective Recruitment Team that strives to find the brightest and best people to join our workforce. Recruitment's objective is to find those individuals committed to the DCBS mission.

Safety and Risk

The Safety and Risk Management Team works with divisions to evaluate workplace risks and recommend corrective action to control hazards, prevent injury and illness, and mitigate losses. The team also coordinates safety and health-related trainings, activities, and events.

Employee Relations

The Employee Relations Team provides counsel and guidance on personnel rules, policies and procedures, collective bargaining agreements, position classification, salary administration, employee performance management, employee grievances, workforce diversity, Employee Assistance Program (EAP), Americans with Disabilities Act (ADA), federal Family and Medical Leave Act (FMLA), and Oregon Family Leave Act (OFLA).

Employee Services is available to help you with all of your human resource-related needs. Employee Services is located in Room 200 on the second floor of the Labor and Industries Building in Salem.



Who We Are

Director's Office (DO)

503-378-7872

www.dcb.oregon.gov

The Director's Office provides DCBS with overall leadership, policy direction, and general supervision and coordination of all program areas. It is focused on department-wide initiatives aimed at improving agency performance in five critical areas: customer service, public information, regulatory reform, workforce development, and use of technology for information exchange, processing, and dissemination. These initiatives are key to fulfilling the department's mission and statutory responsibilities.

The Office of the Director serves as liaison to the governor, the legislature, and other state agencies on issues of consumer protection, worker safety, and business regulation. The office also provides outreach to public interest groups and business organizations in communicating the department's mission and programs.

Building Codes Division (BCD)

503-378-4133

www.bcd.oregon.gov



BCD ensures safe building construction while supporting a positive business climate by:

- ◆ Adopting and administering uniform statewide building codes.
- ◆ Providing building code and rule interpretation.
- ◆ Assisting local government building departments and facilitating dispute resolution.
- ◆ Enforcing license, code, and permit requirements.
- ◆ Certifying inspectors and licensing trade professionals.
- ◆ Facilitating economic development efforts around the state.
- ◆ Conducting inspections where local entities do not.



Central Services Division (CSD)

503-947-7977

<http://inside.cbs.state.or.us/fabs/index.html>

CSD ensures sound fiscal management, operations, information technology and research, and payroll services for the agency.

- ◆ The Financial Services Section provides accounting services for the agency, including accounts payable and receivable, employee reimbursements, payroll, cashiering, and collections. This section is also responsible for the development, execution, and monitoring of the agency budget, preparing Emergency Board requests, and permanent and temporary position funding for the agency.
- ◆ The Information Technology and Research (IT&R) Section designs, develops, and maintains the agency's information technology applications and infrastructure. In addition, the section collects, researches, analyzes, and reports data for internal and external use.
- ◆ The Operations Section offers expertise in all areas related to the solicitation, development, and execution of purchases, contracts, and agreements. The section also provides mail services and telecommunications support, manages inventory, and helps with all other building-related needs.
- ◆ The Records Management Program oversees the management of non-permanent agency records in all formats (paper, electronic, audio/video, etc.). DCBS records are an important agency resource, containing information to make and document decisions, formulate policy, provide evidence of fiscal transactions, and help define legal rights and obligations of citizens and government agencies.



For **payroll and benefit information**, see pages 10-11 and 14-15.

Division of Financial Regulation (DFR)

Securities, lending, and financial industry:

503-378-4140

866-814-9710 (toll-free)

Insurance:

503-947-7984

888-877-4894 (toll-free)

dfr.oregon.gov



DFR encourages a wide range of financial services, products, and information for Oregonians, provided in a safe, sound, equitable, and fraud-free manner. The division provides professional, fair, and objective program supervision while valuing excellent customer service and serves as a resource for consumer stakeholders, including legislators and licensees.

DFR protects consumers from businesses that do not operate within statutes and rules by:

- ◆ Supervising state-chartered or state-licensed financial institutions and financial-service providers.
- ◆ Regulating to ensure the safety and soundness of banks, trusts, and credit unions, and examining other financial institutions for compliance.
- ◆ Regulating the sale of investment securities in Oregon, reviewing securities offerings, and licensing those who sell them and those who advise about or manage securities.
- ◆ Ensure sound mortgage lending practices.
- ◆ Investigating complaints, alleged violations, and investment fraud; and issuing penalties as appropriate.
- ◆ Providing education and other resources to help consumers recognize and avoid foreclosure, fraud, and inappropriate products and services.

DFR also empowers and protects consumers while encouraging a financially stable, innovative, and competitive insurance marketplace.



Insurance regulators makes sure that:

- ◆ Your insurance company is financially sound so it can pay claims.
- ◆ You are treated fairly as a policyholder. This means making sure your claims are handled promptly and accurately and companies honor their policies.
- ◆ Rates are reasonable in relation to the benefits you receive.

This is done by:

- ◆ Analyzing and monitoring insurance company finances.
- ◆ Reviewing all insurance policies before they are sold in Oregon.
- ◆ Investigating consumer complaints.
- ◆ Licensing insurance companies and agents.
- ◆ Conducting in-depth and public reviews of proposed health insurance rates. We also review rates companies submit for other types of insurance.



Ombudsman for Injured Workers (OIW) and Small Business Ombudsman (SBO)

OIW: 503-378-3351

800-927-1271 (toll-free)

www.oregon.gov/DCBS/OIW

SBO: 503-378-4209

www.oregon.gov/DCBS/SBO



DCBS has two ombudsman offices that serve as advocates for injured workers and small employers in workers' compensation issues. The Ombudsman for Injured Workers informs injured workers about their rights and responsibilities. The Small Business Ombudsman assists employers with workers' compensation issues related to audits, classifications, experience modifications, coverage, market availability, claims, and rules. Both offices conduct trainings, answer questions, and make informal presentations.

Oregon Health Insurance Marketplace

855-268-3767 (toll-free)

www.oregonhealthcare.gov



The Oregon Health Insurance Marketplace seeks to improve the lives of Oregonians by providing individuals and small businesses with access to affordable, high-quality health insurance. The marketplace gives Oregonians the information and tools they need to search for, compare, and choose the right health coverage and access premium tax credits and cost-sharing subsidies to help them pay for their insurance.

Oregon Occupational Safety and Health Division (Oregon OSHA)

503-378-3272

800-922-2689 (toll-free)

osha.oregon.gov



Oregon OSHA advances workplace safety and health, reduces workplace injuries and illnesses, and reduces the cost of workers' compensation insurance by:

- ◆ Inspecting worksites for safety and health compliance.
- ◆ Investigating workplace fatalities, major accidents, and safety and health complaints.
- ◆ Providing training and consultation services.
- ◆ Developing occupational safety and health rules.



Senior Health Insurance Benefits Assistance (SHIBA) Program

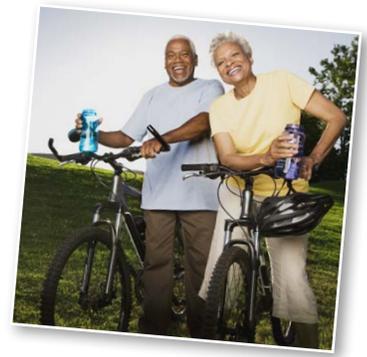
503-947-7979

800-722-4134 (toll-free)

www.oregon.gov/DCBS/shiba/Pages/index.aspx

SHIBA provides free and objective health insurance counseling and assistance about Medicare and related programs to people with Medicare and their families. SHIBA helps people understand their rights and options by:

- ◆ Providing a statewide network of community partners and certified volunteer counselors that provide local one-on-one help to Medicare beneficiaries and their families.
- ◆ Conducting education and outreach to the public about Medicare and other health insurance options.



Workers' Compensation Board (WCB)

503-378-3308

877-311-8061 (toll-free)

wcb.oregon.gov

WCB provides timely and impartial resolution of disputes arising under workers' compensation law and the Oregon Safe Employment Act by:

- ◆ Providing timely scheduling of hearing requests.
- ◆ Providing mediation services to parties requesting an alternative to the hearing process.
- ◆ Producing timely and legally supportable decisions.
- ◆ Conducting an efficient, effective, and expeditious review of appealed cases.
- ◆ Processing cases to the Court of Appeals in a timely manner.



Workers' Compensation Division (WCD)

503-947-7810

800-452-0288 (toll-free)

wcd.oregon.gov

WCD protects injured workers' benefits and rights in the workers' compensation system by:

- ◆ Ensuring that employers maintain workers' compensation insurance coverage.
- ◆ Ensuring that injured workers receive timely benefits and quality medical care.
- ◆ Facilitating injured workers' early return to work through incentive programs to employers.
- ◆ Resolving medical, vocational, disability, and other disputes.
- ◆ Providing consultation and technical assistance to workers, employers, insurers, claims examiners, attorneys, medical providers, and others.
- ◆ Administering the Workers' Benefit Fund programs.

community
Workers' Compensation



Payroll Information

The Payroll Unit handles the processing of timesheets, paychecks, and leave.

503-348-6778

osps.payroll@oregon.gov

www.oregon.gov/das/Financial/Payroll/Pages/clientagencyinfo.aspx

Timekeeping and paystubs

DCBS uses a Web-based payroll system called ePayroll. You maintain your timesheet and have access to paystubs through this system. An application icon for ePayroll is available on your Citrix home page. The ePayroll icon is a red circle with a white dollar sign.



ePayroll_Web

You can also log in from home at <https://swapp.oregon.gov/EmployeePayrollPortal/Login.aspx>.

To log in, you must have the following information:

Agency number for DCBS: 44000

Your Employee ID # OR _____

When and how you get paid

Paychecks are issued monthly in accordance with the timesheet and payday schedule. Generally, employees are paid on the first day of each month. If the first day of the month falls on a weekend, paychecks will be issued the Friday before, except for December earnings, which will be paid the first working day of January.

To set up direct deposit, you need to fill out the Employee Direct Deposit form available in your *RightStart* packet or online at <http://www.oregon.gov/DAS/EGS/FBS/OSPS/docs/form/osps.99.25.pdf>.



Leave Accruals

Oregon state government provides paid leave accruals for sick leave, vacation, and personal days. Employees will be eligible for paid time off based on their employment status and applicable DAS policy or collective bargaining agreement.

- ◆ **Sick leave** – In general, full-time employees accrue eight hours of sick leave each month. An employee may use accrued sick leave with pay after the month in which it is accrued. For example, an employee can use sick leave accrued in January starting Feb. 1.
- ◆ **Vacation leave** – Employees accrue vacation leave based on the employee's years of service, employment status, and representation by collective bargaining agreement, if applicable. An employee is eligible to use accrued vacation leave after the completion of six months of state service.
- ◆ **Personal business leave** – Up to 24 hours of personal business leave is granted to employees each July 1 and must be used by June 30 of the following year. This leave is available for use after completion of six full months of state service. Personal business leave is "use it or lose it." It is not cumulative from year to year and any unused leave may not be cashed out. With management's approval of your time, an employee may use personal business leave for any purpose.

Holidays

Oregon state government provides paid leave on legal holidays and other days, as appropriate. Employees are eligible for paid holidays based on their employment status and representation by a collective bargaining agreement. If a holiday falls on a Saturday, it is observed the Friday before. If a holiday falls on a Sunday, it is observed the following Monday.

- ◆ New Year's Day – Jan. 1
- ◆ Martin Luther King Jr. Day – Third Monday in January
- ◆ Presidents Day – Third Monday in February
- ◆ Memorial Day – Fourth Monday in May
- ◆ Independence Day – July 4
- ◆ Labor Day – First Monday in September
- ◆ Veterans Day – Nov. 11
- ◆ Thanksgiving – Fourth Thursday and Friday in November
- ◆ Christmas – Dec. 25



Benefits Information

Health Insurance

The Public Employees Benefit Board (PEBB) designs, contracts, and administers the benefits program for State of Oregon employees, their spouse/partner, and their dependents. The insurance benefits include medical, dental, life, disability, and long-term care, as well as flexible spending accounts and commuter accounts. Employees have multiple options in choosing medical and dental insurance.

Your initial enrollment window extends 30 days from the date you are hired or first become eligible. You can change your benefits only during the annual open enrollment, unless you have a qualified mid-year change that affects your eligibility for certain benefits.

For more information on your health insurance options, go to the PEBB New Hire Resource Center at <http://www.oregon.gov/DAS/PEBB/Pages/NewHireResourceCenter.aspx>.

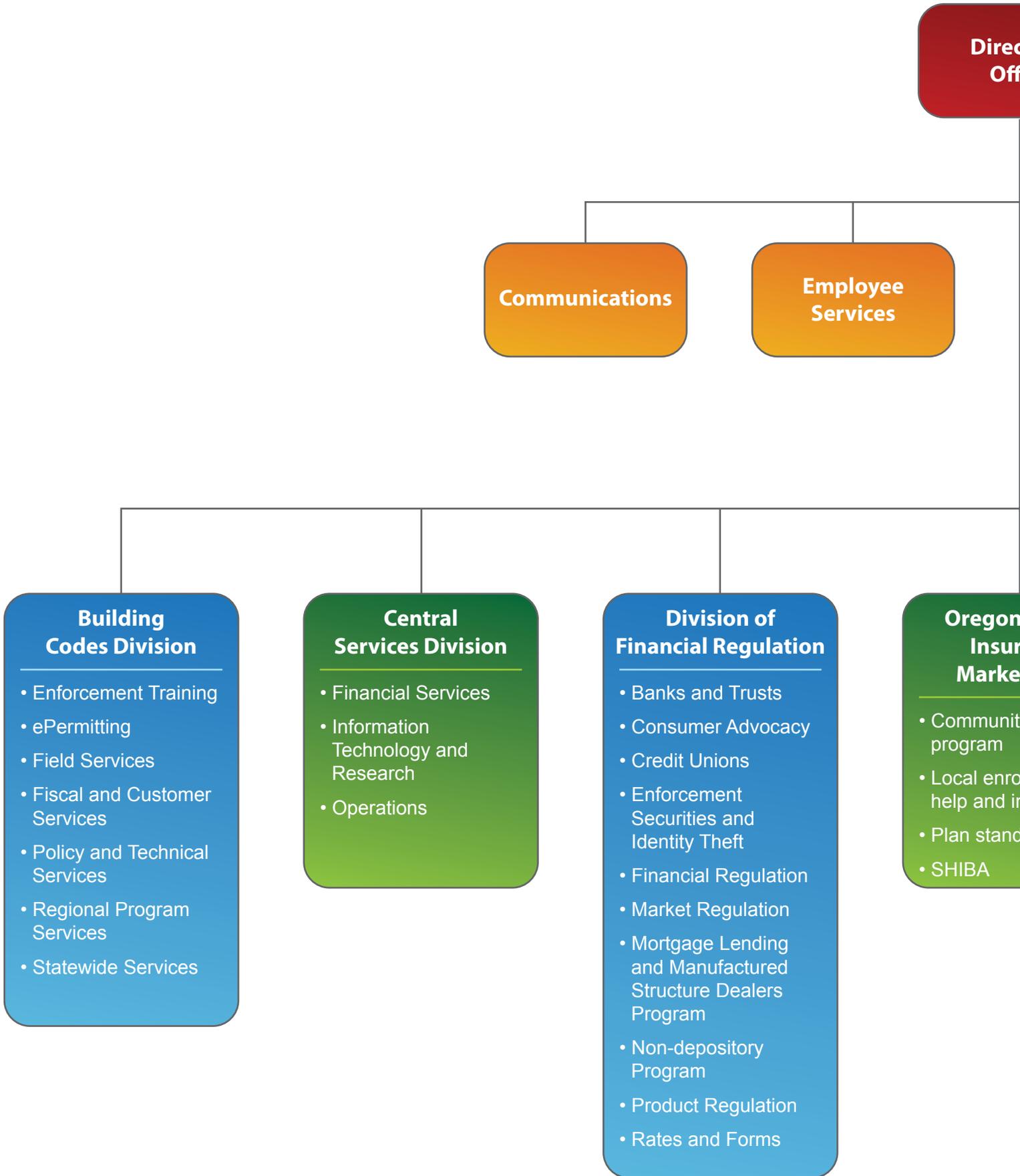
Retirement

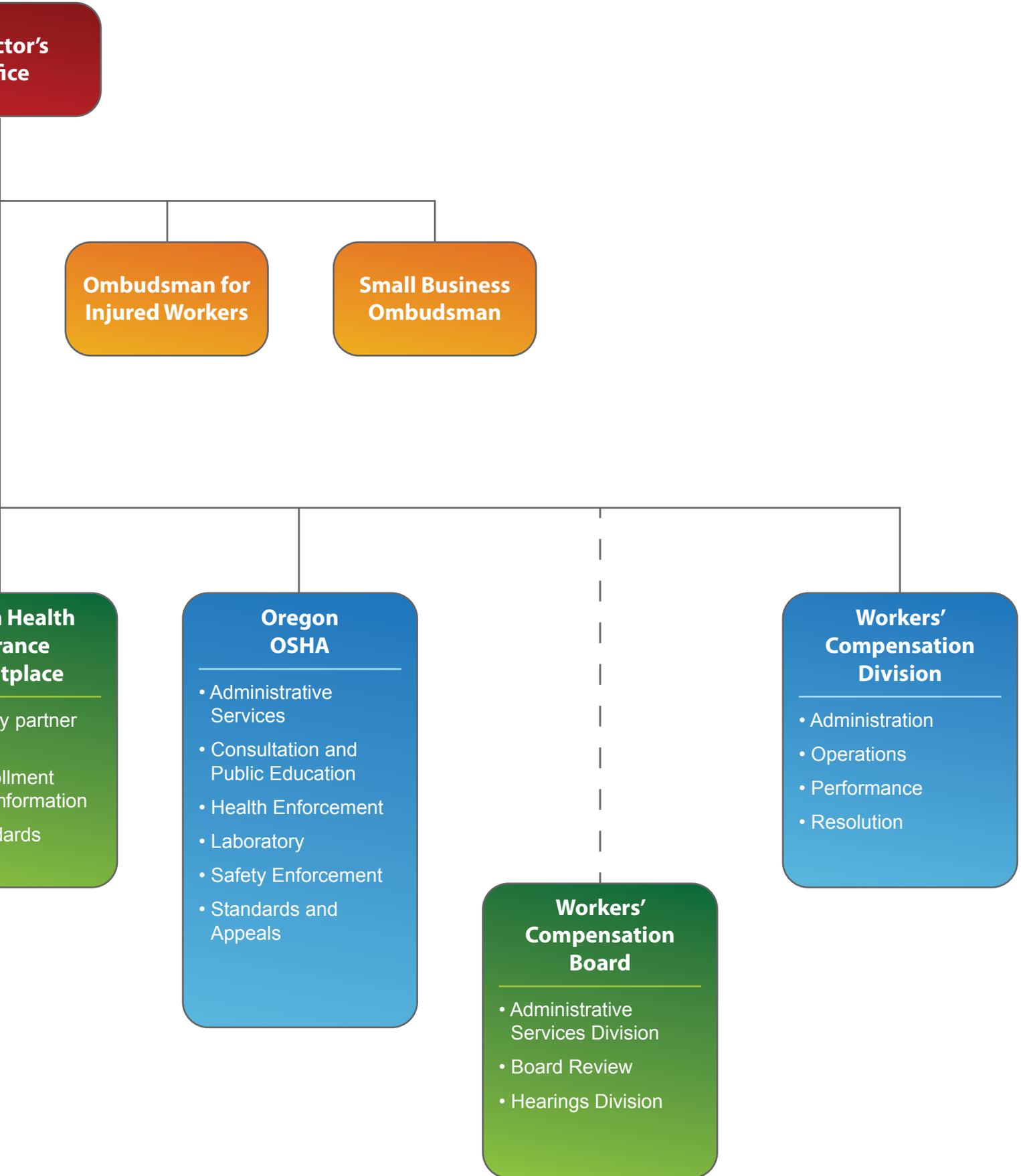
The Public Employee Retirement System (PERS) is the retirement system for most public service workers in Oregon, including state employees. PERS-covered employees hired on or after Aug. 29, 2003, are Oregon Public Service Retirement Plan (OPSRP) members, unless membership was previously established in PERS. OPSRP has two components: the Pension Program and the Individual Account Program.

The OPSRP Pension Program is funded by your employer and provides a lifetime pension. It is designed to provide approximately 45 percent of your **final average salary** at retirement, for a general service member with a 30-year career. Final average salary is generally the average of the highest three consecutive years (or less if you were employed for fewer than three years) or one-third of total salary in the last 36 months of employment.

For more information about PERS and retirement plans go to <http://www.oregon.gov/pers/Pages/index.aspx>.

Agency Organization Chart





Oregon Savings and Growth Plan (OSGP)

The Oregon Savings Growth Plan is a savings plan available to all Oregon public employees. Commonly known as OSGP, this deferred compensation plan can help you prepare for your future and retirement. It offers a variety of features and services with a diverse and easy-to-understand investment lineup. You can easily learn to monitor your account with the many tools and resources available to you through the plan.

To learn more about your savings options, go to <http://www.oregon.gov/PERS/OSGP/Pages/index.aspx>.



Employee Assistance Program (EAP)

If you are struggling with a work, personal, or family issue, free and confidential help is available. Cascade Centers provides EAP services to PEBB agencies and employees through professional counselors who can guide you over the phone or in-office visits. They will listen to you, help you sort things out, and then work with you on a plan to set things straight. If needed, they can refer you to a provider in your medical plan.

All your contact with Cascade Centers, from the first call to resolution, is private and confidential. No information about you goes back to your employer or PEBB. You, your spouse or domestic partner, and eligible dependents can use the benefit individually or together. Your family members will also receive the same level of confidentiality.

Cascade Centers' professionals have advanced degrees in counseling, social work, or psychology. They are all licensed practitioners.

Counselors are available 24/7. To access the EAP:

Portland: 503-639-3009

Salem: 503-588-0777

Toll Free: 800-433-2320

Email: info@cascaDECENTERS.com

Web: <http://www.cascaDECENTERS.com>

Other PEBB programs

PEBB provides a variety of additional wellness benefits through certified programs. A few are outlined below, but for more information or to get started, go to the PEBB website at <http://www.oregon.gov/DAS/PEBB/pages/index.aspx>.

Weight Watchers: Free to PEBB-medical-covered employees, their spouse/partner, and dependents age 10 and older.

Weight Watchers can help you reach your weight-loss goals and improve your overall health. Whether you want to attend meetings at work, in your community, or participate online, Weight Watchers has a way for you to join and benefit.



Healthy Team Healthy U: Available to PEBB-medical-covered employees, their spouse/partner, and dependents 18 and older.

Healthy Team Healthy U is a fun, interactive wellness program, done at work with your team, for 12 brief sessions. You will be given the tools to improve your diet, be more physically active, have more energy, and enjoy better health.

- ◆ Program costs are completely covered.
- ◆ Receive a monthly newsletter with the latest in health and wellness tips.
- ◆ Receive the informative Wellness Guide.
- ◆ You can choose to receive a sports pedometer to help you keep track of increased physical activity.

Participants have reduced high blood pressure, fewer sick days, lower stress and improved mood, improved diet and became more active, and lost weight.

Better Choices, Better Health: Join the Better Choices, Better Health online workshop for the information and tools you need to manage your chronic condition and live a better life.

Learn – Empower yourself with self management techniques. The flexible six week online workshop lets you to at your own pace, in the privacy of your own home.

Share – You're not alone. Connect with an online community of peers with common experiences and get the support and knowledge you need to manage your chronic condition.

Track – Monitor your progress with journaling tools, exercise logs, and medication records. Easily set goals, create an action plan, and modify behaviors that lead to better health.



MoodHelper: Available to PEBB-medical-covered employees, their spouse/partner, and dependents age 18 and older.

MoodHelper is an easy-to-use, personalized program that can teach you how to manage depression at your own pace in the privacy of your own home. MoodHelper provides step-by-step training in skills for dealing with depression. The program provides personalized feedback that analyzes how your daily activities affect your mood, and gives you online tools to track your mood and activities. You keep track of your progress over time to learn what triggers your mood changes and where to make adjustments.

Tobacco cessation programs: Members in all plans have access to free tobacco cessation support.

As part of the commitment to maintain a tobacco-free workplace, PEBB offers tobacco cessation programs. Many have been able to quit on their own, but the chances of being successful are eight times greater with support.

Members in PEBB Statewide, Providence Choice, Moda, and Balance by Trillium plans, call Quit for Life **1-866-QUIT-4-LIFE** (784-8454).

Members in a Kaiser Permanente plan, call the "Talk With a Health Coach" service at **503-286-6816** or **1-866-301-3866** (toll-free) and select option 2.

Transportation/Parking Options

Have you thought about how you will get to work each day? There are several options, both short and long term. With 60 percent of DCBS employees working at the Labor and Industries Building (L&I) in Salem, and several more visiting daily, the following information is for the L&I Building. If you are not located in the L&I Building, call Employee Services at **503-378-3200** for help.

Short-Term/Temporary Options

Yellow lot

The yellow lot is a state-owned parking lot located on the block to the north of the L&I Building. The cost to park is \$6 a day. A ticket kiosk is located in the lot and accepts only credit/debit cards.

Metered spaces

Both the state and City of Salem own metered parking spaces. City-owned metered spaces closest to the building are located on the Winter Street side of the L&I Building. These meters accept credit and debit cards as well as coins. State-owned metered spaces closest to the building are located in the underground parking structure under the building and take coins only. Both city and state meters cost approximately \$1.50 an hour.

Long-Term Options

Monthly parking for employees

Wait lists are maintained for those interested in renting a parking space. Vacancies are filled from the waiting list according to the priority level of the person or agency requesting parking and the date of the request. Contact the State Parking to be added to the waiting list, check your progress, or change your request. State Parking can be reached at **503-378-5090** or state.parking@oregon.gov. The City of Salem has limited on-street parking options, also with a current waiting list. To be placed on the list, contact the City of Salem at **503-588-6256**. Private lots are also an option for long-term parking. A list of these lots can be found on the Oregon Department of Administrative Services website.

Carpools and Vanpools

These are great choices for many commuters; they are cost effective and good for the environment. If you do not know of anyone to carpool or vanpool with, log on to www.DriveLessConnect.com, create a commuter profile, and get a list of people with a similar schedule and commute.

Once you have found a carpool partner, you may be eligible for a discounted parking permit. For inquiries about carpool spaces in state-owned and managed parking lots, call **503-378-5090**. For on-street carpool parking, visit the City of Salem Permit Application Center at City Hall, Room 320, or call **503-588-6211**.



Transit and State employee bus pass program

Cherriots (Salem-Keizer Transit) serves the Salem/Keizer area with commuter service to Wilsonville and Grand Ronde.

To apply for a free bus pass, go to www.oregon.gov/das/FleetPark/Pages/commute.aspx. For more information, call **503-378-5090**.



Bicycling

Inexpensive and secure bike lockers are available in the Capitol Mall area and downtown Salem. For Capitol Mall bike lockers, call **503-378-5090**. For City of Salem bike lockers, call **503-588-6211**.

Emergency Ride Home

To help commuters get home in an emergency, Cherrlots Rideshare offers a free Emergency Ride Home program. You must meet eligibility requirements and register at www.DriveLessConnect.com.

Smart Commuter Program

When you ride the bus, walk, bike to work, or ride in a vanpool or commuter bus, you are eligible for the state-sponsored Smart Commuter Program. This program provides you two free parking passes per month for those days when you need to drive. For an application, contact State Parking at **503-378-5090**.

Employee Recognition Programs

DCBS managers routinely recognize employee performance that supports the department and division missions and goals. In addition to recognition activities initiated by the division, DCBS also sponsors the following recognition programs:

Employee of the Month

DCBS recognizes outstanding performance that contributes to the mission and goals of the department, by employees and teams, through Employee of the Month recognition. Each division selects its employee or team according to the division's process. The DCBS Labor-Management Committee develops and recommends the criteria.

The employees selected as the Employee of the Month are announced departmentwide, have their picture in the photo display on the first floor of the Labor and Industries Building, receive a recognition certificate and letter of commendation, and are featured in Connections, the employee newsletter.



Recognition of Employee Performance

DCBS managers routinely recognize employee performance that supports the department and division missions and goals. Some forms of recognition include:

- ◆ Recognition from the employee's immediate supervisor (written or verbal).
- ◆ Recognition from the division administrator/department director (written or verbal).
- ◆ Rotating award (travels from one employee to the next, as appropriate).
- ◆ Certificate and celebration event.
- ◆ Potluck collectively honoring the employee or a work team.
- ◆ Special project assignments.
- ◆ Public acknowledgment and presentation of complimentary letters or remarks.

Length of Service Recognition

Employees are recognized for their tenure in state service in five-year increments. Beginning with five years of service, employees will receive a certificate and agency pin. In subsequent years, the employee will continue to receive a certificate and will be offered various recognition item options.

DCBS Committees

DCBS has several committees. Some of these committees are mandatory and put in place by laws and regulations, others help to add structure to agency programs, and some are volunteer committees that provide information and encourage employee involvement.



Labor Management Committee (LMC)

The goals for the Labor Management Committee are to facilitate a positive working environment where all employees are valued and respected and have an opportunity to contribute to effective worker and consumer protection by establishing and maintaining a process for collaborative problem solving and effective communication.

The Labor Management Committee consists of seven labor representatives, chosen by the union, and seven management members, chosen by department management. Labor and management each name three alternates.

Safety Committee

The purpose of the DCBS Safety Committee is to act as a catalyst to provide all DCBS employees with the means to promote safety and health in the workplace. This is accomplished through the identification and evaluation of safety and health issues toward continuing improvement of the work environment.

The goal of the DCBS Safety Committee is to eliminate risks that can cause worksite accidents and illnesses by involving employees and managers in identifying and correcting workplace hazards.

The Safety Committee consists of 10 voting members – five members representing labor and five representing management. The director appoints five members to represent management. Between the two unions, SEIU appoints three members and AFSCME appoints one member to represent labor. The remaining member is selected from non-management volunteers.

Space Planning Committee

The Space Planning Committee is responsible for developing a department space plan for state-owned and leased office space. The committee formulates space allocation policies and procedures and recommends space design guidelines consistent with administrative rules and policies. The committee also addresses complaints and concerns from employees regarding space and environmental issues and makes recommended solutions to the DCBS director and deputy director.

The committee consists of a representative of each division, appointed by the division administrator. The committee meets at the request of the DCBS director or deputy director.

Multicultural Communications Program (MCP)

The mission of the MCP is to promote and enhance the delivery of DCBS services to Oregon's multicultural communities by providing information to DCBS customers regardless of language or cultural barriers, and to ensure all limited English proficient (LEP) customers experience seamless delivery of services.

To join the committee, get manager approval and contact the Multicultural Communications Program manager at **503-947-7513**.

HealthWorks

The mission of the DCBS HealthWorks committee is to facilitate and support healthy lifestyles among DCBS employees by providing up-to-date and helpful healthy lifestyle information. The committee's goal is to encourage employees to make healthy decisions for their physical, mental, and nutritional well-being.

The HealthWorks Committee consists of volunteer members. To join the committee, get manager approval and contact the Safety and Risk coordinator at **503-947-7282**.



Green Team

The DCBS Green Team is made up of employees who are committed to preserving the environment. The committee meets once a month to identify and promote resource conservation and cost savings at all DCBS locations.

Members of the Green Team are volunteer members. To join the committee, get manager approval and contact DCBS Facilities at **503-947-7058**.

To view the DCBS Committee websites, go to <http://www.cbs.state.or.us/internal/index.html> and click on "Committees."

Resources



How do I get help with my computer?

When you start with DCBS, your supervisor, mentor, or division technician (Div Tech) will provide you with information to access your computer system, email, and the Internet. You will be provided with a user name and an email address. You will be required to enter a password to keep your computer secure.

All DCBS computer support first comes from your division's technical support staff. If your Div Tech is unavailable, call the Information Technology and Research Section help desk at **503-947-7000**. For a list of division technical support, go to http://www.cbs.state.or.us/internal/quick_links/tech_support.html.

What if I want additional training opportunities?

Aside from required trainings, DCBS offers a variety of additional in-house training opportunities. Throughout your career, you might also find off-site trainings to help advance your skills. The first step is to identify the training you want and get your supervisor's approval.

Employee Services facilitates internal trainings. Notices are emailed to all DCBS employees with instructions on how to register. For external trainings, you must fill out a training request form. That form can be found in the training section of the Employee Services website at <http://inside.cbs.state.or.us/crossdiv/es/training/required.html>.

Training opportunities are also available online through the state iLearn system. To search class courses, go to www.ilearn.oregon.gov. For help with the iLearn system or for information about training, contact Employee Services at 503-378-3200.



What do I do in a building emergency?

The Incident Management System (IMS) is an emergency management system designed to respond to emergencies that occur in any DCBS facility. The L&I Building and all DCBS field offices have established procedures specific for their location. If you are unsure of the emergency response in your office, talk with your manager.

Each division at the L&I Building has at least one division emergency coordinator (DEC). Your DEC will provide instruction based on the type of emergency.

If the fire alarm sounds, immediately evacuate the building. Evacuation routes are posted in the building, as well as in your new employee packet.

In an emergency in which evacuation does not take place, such as an earthquake, employees follow instruction from their DEC.

Yellow lights are located on the walls of each floor of the L&I Building. When these silent alarms flash, stay at your desk, as it may indicate there is danger present. Your IMS team will take action.

If you are in the L&I Building and experiencing a medical incident, contact your DEC or 1st Aid Team member. They can be identified by a sign hanging from the ceiling above their cubicle. You can also call the DCBS Command number at 503-932-6399 and they will send help your way. In the case of a true emergency, dial 911. By dialing 911 from a desk phone, emergency dispatch is automatically notified of our location, 350 Winter St. NE. Instruct a co-worker to call Command to initiate the IMS response.

Note: If you accidentally dial 911, do not hang up. Stay on the line and let the dispatcher know it was a misdial.

How can I report a nonemergency building issue?

Email PSS.Stockroom@oregon.gov or call 503-947-7066 for building problems or concerns.

What do I do if the media contacts me?

Forward media inquiries to the DCBS Communications Section, or your division's public information officer (if your division has one). If a reporter calls you directly, take down the reporter's contact information and tell the reporter that someone will call back as soon as possible. Report the phone call to your manager.

What are the rules around tobacco use?

It is prohibited to use tobacco on state property, including areas leading up to main entrances. This includes all state parks, which means smoking is not allowed in the State Capitol State Park. The state park includes the grassy area to the east of the L&I Building: http://inside.cbs.state.or.us/tobacco_free/files/eo_12-13.pdf.

What do I do if I lose or misplace a personal item, such as my phone, keys, or badge?

If you are in the Labor and Industries Building, the lost and found is located at the first floor reception of the Treasury Office. If you are at one of the field offices, check with your manager for the lost and found location.

Your badge gives you access into secured areas. If you lose your badge, immediately report it to your manager. Your manager will initiate a temporary suspension of access. Once you find your badge, access will be reactivated. If you do not find your badge within a reasonable amount of time, a new one can be ordered.

What if I have other questions?

The DCBS intranet is a key resource for employees. You are also encouraged to talk with your supervisor and mentor, and ask questions frequently. You can also stop by Employee Services on the second floor or call 503-378-3200.



Career Development: Ensuring Your Success

Your *RightStart* Guide has provided you with information to ensure your transition into DCBS is a successful one. This is just the beginning, and we are committed to providing you with professional career counseling as you continue to grow in your career.

To support you in achieving a successful and meaningful career, the Department of Consumer and Business Services provides additional support that may be of interest to you, including:

- ◆ Internal and external training opportunities.
- ◆ Consultation with your division managers or immediate supervisor.
- ◆ One-on-one individual career planning assistance offered exclusively through Employee Services.

Your success matters and we are confident you will be given the tools you need for employment opportunities as they become available. When you determine you need more support, contact a *RightStart* Employee Services representative. Remember, the Employee Services motto is more than a mission; it is a way of doing business.

“We Make People Successful”





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