

TO: All Bay Delta Region Habitat Conservation and Planning Delta/Contra Costa Unit Staff

FROM: Unit Supervisor

RE: Standard Operating Procedures and Expectations for Bay Delta Region Habitat Conservation and Planning Delta/Contra Costa Personnel

The purpose of these Standard Operating Procedures is to provide a clear understanding regarding work performance expectations and to help foster an effective and professional working environment. These procedures and expectations are based on the October 2000 Fish and Game Operations Manual (FGOM), which can be found on the intranet (<http://dfgintranet/portal/DirectorsOffice/OperationsManual/tabid/289/Default.aspx>) and tailored to address program needs

GENERAL GOALS AND WORK EXPECTATIONS

CDFW has an obligation to the people of California to provide courteous, prompt, and efficient service. The actions, behavior, and appearance of employees are an integral part of delivering such service. Personnel in the Environmental Scientist series are expected to develop and maintain subject matter knowledge relating to their job duties (e.g., appropriate methodology for nesting bird surveys or restoration ecology). Courteous behavior by CDFW personnel toward the public, coworkers, and their internal customers is mandatory. All employees are expected to be professional, efficient, respectful of others in the work environment, honest, collaborative and enable and facilitate CDFW's dual public service role as a regulatory and trustee agency.

ATTENDANCE AND TIME REPORTING (see FGOM Chapter 12260)

- 1) Work days and hours should be consistent and predictable in order to provide internal and external customer service. Office/shift hours need to be consistent with the core business hours of 8 am and 5 pm or the "**standard work schedule**", Monday through Friday, unless otherwise approved by your supervisor or manager and will be based on operational need. Occasional work at home days may be granted provided prior supervisor approval is obtained.
- 2) Lunches and paid breaks will be consistent with Bargaining Unit MOUs and/or Labor Code Section 512.
- 3) Flexible work schedules, alternative work schedules and telecommuting privileges will be considered on a case-by-case basis. Factors in making these decisions will include whether an employee is on probation, a new employee to the Region, a demonstrated capability for independent work, prompt completion of assignments, adherence to the communication policies described herein, and an overall benefit to CDFW.

Flexible Work Schedule: a work schedule that allows employees to change their hours of work on a daily basis provided they work five (5) days per week and forty (40) hours per week. For example, an employee may be allowed to begin work any time between the hours of 7:00 a.m. to 9:00 a.m. provided the employee works eight (8) hours in the work day. **Requests for flexible work schedules should be made in writing to the supervisor.**

Alternate Work Schedule: a fixed work schedule other than the standard work schedule. Alternative work schedules include the 4/40 work schedule and the 9/80 work schedule. **Requests for alternate work schedules should be made in writing to the supervisor, including the proposed start and stop times.**

Telecommuting will be considered following the DFW's Telecommuting Policy and a telecommuting agreement will be expected between the supervisor, or manager and staff and Regional Manager.

Deviations from the regular scheduled work hours to make up for lost work time must be approved in advance by your direct supervisor.

- 4) All overtime (more than 40 hours in a work week) hours of work must be authorized in advance by the immediate supervisor and the regional manager. Working OT without prior supervisor authorization may result in disciplinary action. The only exceptions will be recognized emergency situations, in which case the employee will notify their supervisor at the first opportunity.
- 5) Electronic timesheets should be submitted by the next business day from the end of the pay period, and must be submitted no later than 3 business days from the end of the pay period.
- 6) **Absences** – Absence from duty is defined as authorized or unauthorized. Prior permission should be obtained for time off for medical, dental, and optical appointments; vacation; religious observances; compensatory time off (CTO); and other absences for compelling personal reasons that cannot be handled after work or on a non-work day. It is the supervisor's responsibility to review absence requests and to determine if the individual has adequate leave balances and can be spared for the period of time involved in the request. Absent without leave (AWOL) is when an employee is absent from work without supervisory approval whether or not the employee has leave credits available. Absences that are not supportable are AWOL. When an employee does not call the supervisor to report/request being absent, the supervisor will not approve the leave and the employee may be declared AWOL. This is charged to dock (L-Absent without Pay) on the Attendance and Labor Distribution Report (timesheet). If the absence is due to tardiness in reporting for work, only the actual time absent during duty hours may be docked, except that the minimum time subject to dock is one-tenth of an hour. One-tenth of an hour is six minutes (.10 of an hour).

- 7) Personnel are expected to inform their direct supervisor in advance of any major changes (i.e. deviation of 0.5 hours or more) in regularly scheduled days/hours reporting to work. On occasion, when unexpected absences occur, the employee must notify the supervisor or manager as soon as possible and follow CDFW attendance policies. Repeated unapproved absences and/or tardiness may be considered unsatisfactory job performance.
- 8) Sick Leave - Routine medical and dental examinations must be approved in writing by your direct supervisor at least two working days in advance. Requests from personnel to use sick leave must be approved or denied in accordance with the appropriate collective bargaining agreement and/or applicable Department of Personnel Administration laws and rules. Notify your immediate supervisor - by email or phone - at least 30 minutes before the start of your core work hour in case of unanticipated day(s) off or sick day(s). At the discretion of the employee's supervisor, an employee may be allowed to use annual leave, vacation, CTO, or personal leave in lieu of sick leave (FGOM 12281.4). When an employee charges a sick leave absence to annual leave, vacation, CTO, personal leave or dock, the time sheet should be noted "in lieu of sick leave."
- 9) Vacation/Annual Leave Requests - The time when vacation and annual leave shall be taken by an employee shall be determined by the employee's supervisor. Personnel shall request vacation or annual leave far enough in advance to allow the employee's supervisor sufficient time to determine if the leave request can be granted. Vacation and annual leave requests must be approved or denied in accordance with the appropriate collective bargaining agreement and based on operational needs. Personnel are expected to update their Outlook calendar to reflect time off and leave out-going message redirecting emails to back-up.

COMMUNICATION

- 10) Phone Calls/Voice Mail: Voice mail should be checked for calls and messages at regular intervals throughout the day when not in meetings/trainings or on travel/site visits. Responses to voicemails/phone calls should be responded to within 1-2 business days. If you need to research an item in response to a voice mail/phone call and need more than two consecutive business days, respond within 1-2 business days with a message that provides details of when you will be able to respond with more information. If you are having trouble independently resolving the issue or forming a response then you should immediately contact your direct supervisor for further guidance.
- 11) E-mail: When in the office or otherwise not in meetings or travel, email should be checked at least once per hour. When finishing travel or meetings, email should be checked as soon as possible and initial responses provided to requests flagged as urgent. When receiving an email from your direct supervisor or another manager that requests specific information, provide an acknowledgement of receipt of email and expected response time line if the response is likely to take more than a few hours. All other emails with requests should be responded to within 1-2 business days. If you need to research an item in response to an email and need more than 2 consecutive business days then respond within 1-2 business days with a message that provides details of when you will be able to respond with more information. If you are having trouble independently resolving the issue or forming a response then you should immediately contact your direct supervisor for further guidance.
- 12) Forward misdirected phone call/e-mail messages to the appropriate staff, unit, or program promptly. Inform the requestor that you have forwarded their issue to the appropriate staff and provide their contact information.
- 13) Provide access to Outlook calendars for lead person, supervisor, program manager, Regional manager, assistant to the Regional Manager and appropriate administrative staff. Keep calendars current with work commitments and approved personal absences. Outlook calendars should reflect scheduled on and off-site time commitments and off-site location during staff's regularly scheduled work hours.
- 14) Keep lead persons/supervisors informed and use the chain-of-command when confronting policy or controversial issues.
- 15) Inform supervisor of: overall workload, deadlines, problems, contentious issues or challenges managing workload. Communicate with your supervisor (or lead person to the extent they should be involved) if you're having any work-related issues.
- 16) Create a voicemail and e-mail auto reply when out of the office for two consecutive business days or more. The auto reply should contain information on alternate contacts during your absence.
- 17) Reach out to other regions, other programs and other branches and divisions frequently in developing work products and to monitor and maintain strong working relationships in the process.

STANDARDS/TIMELINES FOR WORK ASSIGNMENTS

- 18) Employees must meet the performance standards for their positions. Management has the inherent right to set expectations for the employees in their supervisory area. Many of these expectations are communicated in the job description, duty statement or the reasonable directives provided by the supervisor/manager. Employees are encouraged to seek assistance and clarification from the supervisor or manager if they do not understand the expectations or standards of conduct. The supervisor or manager may also coach the employee in meeting performance expectations.
- 19) All written work products must be complete and accurate when submitted for review and signature. Work products such as e-mail, correspondence, or permits will be checked by each employee for proper grammar, punctuation, clarity, and professionalism. Everyone is encouraged to share work products with coworkers for proofreading and to seek their suggested

improvements.

- 20) Store/save all pertinent documents for 1600 agreements and ITPs in the electronic file folders on the regional server in their respective folders.
- 21) Be creative. While there are regulations and mandates to fulfill, we will be more productive, proactive and fulfilled in our work and for our counterparts and constituents if we are inventive and resourceful. Discuss and collaborate with your supervisor on new approaches or solutions outside of the status quo prior to implementation.
- 22) Assignments must be completed within assigned time frames. Employees should discuss workload or scheduling conflicts that may prevent adherence to these standards of conduct/expectations with your lead person/supervisor when the assignment is first made or as early as possible. Any adjustments to assigned time frames should be discussed with and agreeable to your lead person/supervisor. All work products will adhere to Departmental guidelines regarding style, formatting, etc.
- 23) ITP/1600: Incomplete letters must be prepared and submitted to your supervisor within 20 days of application receipt by the Napa Office. Draft 1600/ITPs should be submitted to your supervisor within 45 days of when the application was deemed complete. If comments/edits are received to a draft document they should be addressed and resubmitted for supervisor approval within one to two business days. If workload does not allow completion of a draft document or issuance of a draft 1600 within that time period, discuss with your supervisor how to prioritize the document into current workload prior to the due date. All draft Streambed Alteration Agreements must be issued to applicant's within 60 days from date the application was determined complete by CDFW. For processing standard operating procedures please refer to the processing procedural documents on the regional server (U:\HabCon\CESA and U:\HabCon\1600\Reference\1Process and Instructions or the R:\ drive from the Stockton office.
- 24) For all other assignments (e.g., CEQA review, No Effect Determination requests, etc.) due dates will be provided for each assignment given (if not, make sure and ask for one). If timelines cannot be met because of other assignments or other issues make sure to immediately inform your supervisor so other arrangements can be made.

TRAVEL/TRAINING

- 25) All mandatory training shall be completed prior to the due date. Personnel are expected and encouraged to take training periodically directly related to current jobs duties (job required) and to increase knowledge and develop additional skills (job related). Supervisor approval is required prior to signing up or attending any trainings/workshops or conferences.
- 26) Prior supervisor approval is required for all travel outside of the Delta and Contra Costa County. Only those trips deemed "mission critical" will be approved. Employees must submit all expense claims through the CALATERS system.
- 27) For trips beginning before or ending after regular office hours vehicles may be checked-out and stored over-night at your home.
- 28) All CDFW personnel must obtain prior written approval when using personal vehicles for official State business, and where you will be reimbursed for mileage. Any employee using a personal vehicle must annually fill out the [Authorization To Use Privately Owned Vehicle On State Business Form STD. 261](#). Accidents must be reported to your supervisor immediately and follow the [Vehicle Accident Reporting Memo HR13-002](#). All forms and paperwork must be turned in to NCR Fleet Manager within 24 hours of the accident.
- 29) All CDFW personnel that must drive vehicles to fulfill essential job duties (e.g., attend in-person meetings or perform site visits) shall maintain a current valid driver's license and inform their supervisor/manager immediately of any change in driving status.

Employee Signature:

Date:

Supervisor/Manager Signature:

Date:
