



# Marion County Volunteer & Intern Orientation Manual

Last updated: Feb 2020



# Marion County Volunteer Orientation

## Table of Contents

Welcome -----	3
Marion County policies -----	4
Ethics -----	4-5
Safety -----	5-6
Preventing harassment and discrimination -----	6-7
Preventing workplace violence -----	7-8
Use of computer, fax, e-mail and Internet -----	8-9
Drug and alcohol use and testing -----	10-11
Insurance coverage -----	11-12
Accident insurance -----	11
Liability protection for volunteers -----	11
Automobile liability -----	12
Procedures, expectations & other information -----	12
Screening -----	12
Customer service -----	13
Confidentiality -----	13
HIPAA -----	13
Tracking volunteer hours -----	14
Parking -----	14
Volunteer job descriptions -----	14
Recycling -----	14
Volunteer rights and responsibilities -----	15
General information about Marion County departments -----	16-21
Legal holidays for county offices -----	21

If you have any questions regarding Marion County's volunteer policies or the content of the manual, please contact:

**Marion County Volunteer Coordinator**  
**Business Services Department**  
**555 Court Street NE, Salem Oregon 97301**  
**PO Box 14500, Salem, Oregon 97309-5036**  
**(503) 588-7990**  
**volunteer@co.marion.or.us**



# Welcome Marion County Volunteer or Intern

“We make a living by what we get, but we make a life by what we give.”

~Winston Churchill

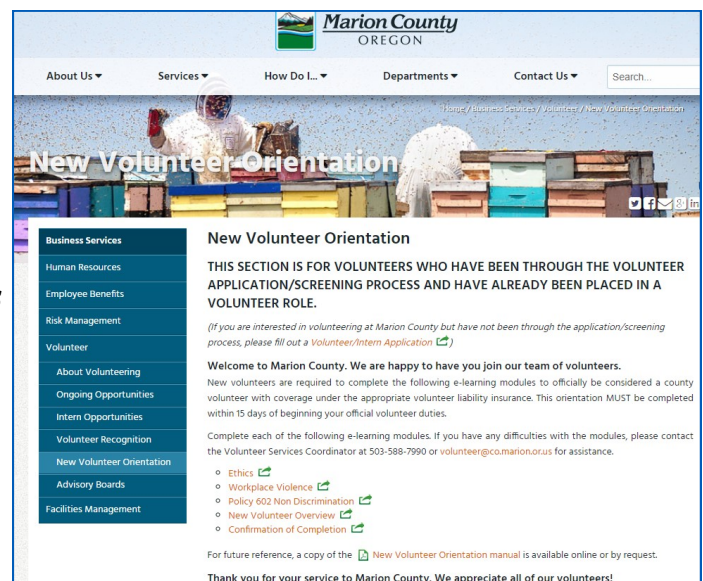
Thank you for making a commitment as a volunteer for Marion County. With your help, we can expand and enhance a wide variety of services and supports available to the citizens of Marion County. We are fortunate in Marion County—We benefit from strong civic engagement, and over the years many volunteers have made significant contributions of time, energy and expertise. We are grateful to the many volunteers who have been, and continue to be part of Marion County.

The information in this hand book has been prepared for you, the volunteer, so that you understand the philosophies and the policies that make Marion County a great place to volunteer and work.

Marion County encourages volunteer participation of persons under 12 with family participation, 12 - 17 years of age with parental permission, college interns, and adults. Anyone interested in helping neighbors and making a difference in our community is welcome to apply. Volunteer position availability varies. Some volunteer positions may be available on an ongoing basis, while others are open only one-time. Marion County Volunteers are considered unpaid staff and are expected to adhere to the same policies and procedures as paid staff.

Volunteers are given a general orientation on the contents of this manual prior to assisting Marion County, and have on-going access to training videos covering the county's policies on Ethics, Workplace Violence Prevention, and Discrimination & Harassment Free Workplace. An overview video of our New Volunteer Orientation is available as well at <https://www.co.marion.or.us/BS/VOL/Pages/New-Volunteer-Orientation.aspx>. Departments provide additional on-site orientation and training for their volunteer positions.

***We wish you success in your volunteer experience and hope this information will be helpful to you as a volunteer for Marion County. If at any time you have questions or need more information, please ask either your department supervisor or the county volunteer services coordinator for assistance.***



The screenshot shows the Marion County Oregon website. The header includes the Marion County logo and navigation links: About Us, Services, How Do I..., Departments, Contact Us, and a search bar. The main content area is titled "New Volunteer Orientation" and features a sidebar with a list of services: Business Services, Human Resources, Employee Benefits, Risk Management, Volunteer, About Volunteering, Ongoing Opportunities, Intern Opportunities, Volunteer Recognition, New Volunteer Orientation (highlighted), Advisory Boards, and Facilities Management. The main content area contains the following text:

**New Volunteer Orientation**

THIS SECTION IS FOR VOLUNTEERS WHO HAVE BEEN THROUGH THE VOLUNTEER APPLICATION/SCREENING PROCESS AND HAVE ALREADY BEEN PLACED IN A VOLUNTEER ROLE.

*(If you are interested in volunteering at Marion County but have not been through the application/screening process, please fill out a [Volunteer/Intern Application](#).)*

**Welcome to Marion County. We are happy to have you join our team of volunteers.**

New volunteers are required to complete the following e-learning modules to officially be considered a county volunteer with coverage under the appropriate volunteer liability insurance. This orientation MUST be completed within 15 days of beginning your official volunteer duties.

Complete each of the following e-learning modules. If you have any difficulties with the modules, please contact the Volunteer Services Coordinator at 503-588-7990 or [volunteer@co.marion.or.us](mailto:volunteer@co.marion.or.us) for assistance.

- o Ethics
- o Workplace Violence
- o Policy 602 Non Discrimination
- o New Volunteer Overview
- o Confirmation of Completion

For future reference, a copy of the [New Volunteer Orientation manual](#) is available online or by request.

Thank you for your service to Marion County. We appreciate all of our volunteers!

# Marion County Policies and Information

This is an overview of Marion County's policies and philosophies. The complete text of the policies is available upon request from the department, volunteer services coordinator, or the Human Resources Division of Business Services. Additionally, county policies can be accessed online at <http://apps.co.marion.or.us/APAP/>.

County policies become official once they have been adopted by the Board of Commissioners. Countywide policies are in effect for all regular employees, temporary employees, paid and unpaid interns, practicum students and volunteers. Each department or office of an elected official may have additional policies and procedures specific to that department's work. You should receive a department orientation in addition to this countywide information.

The information in this manual includes information on Marion County policies as they relate to volunteers, as well as procedures, expectations and other information that will be useful for you as a volunteer. You may direct inquiries about any of the information in this manual to the county volunteer services program at 503-588-7990 or [volunteer@co.marion.or.us](mailto:volunteer@co.marion.or.us).

---

## Policies

### Ethics for Public Officials

*Marion County Administrative Policy #601: Public Official Ethics*

**Public Official:** Any person serving the State of Oregon or any local government or public body as an elected official, appointed official, employee, agent, volunteer or otherwise, whether or not the person is paid for the services.

#### **Eight General Rules for Government Code of Ethics:**

##### **1. No Favoritism**

- ◆ Treat all customers and clients equally, no special favors for friends or family

##### **2. No Special Privileges Because of Your Official Position**

- ◆ Follow the same rules that apply to everyone, no preferential treatment
- ◆ Cannot use position to obtain an extra financial gain or avoid a loss

##### **3. Follow Confidentiality Rules and Laws**

- ◆ Know which information you handle is confidential by law
- ◆ Do not disclose confidential information without authorization
- ◆ Do not "tip off" anyone with confidential information

**4. No Profiting from County Business Either Directly or on the Side**

- ◆ Applies to you, your relatives, members of household or your businesses
- ◆ No directing county business to where you have a financial interest
- ◆ No soliciting private clients or work through your county position

**5. No Outside Work that Conflicts or Interferes with Your Job**

- ◆ Avoid conflicts of interest with county position and duties
- ◆ Includes interference with attendance and ability to do county job

**6. State Law Limits on Accepting Gifts**

- ◆ Applies to you, your relatives and members of your household
- ◆ Gift limit is \$50 per person per year from a source with county interest
- ◆ Gifts of entertainment, like tickets or events, are subject to the gift limit
- ◆ Some exceptions for food, beverages, small awards; check before accepting

**7. No personal Use of County Property**

- ◆ Do not borrow or take property or supplies for personal or non-county use
- ◆ Exception: Marion County’s Computer Policy allows limited personal use
- ◆ Do not use county property for personal gain or outside business

**8. Report Violations to Supervisor, Department Head or County Management**

- ◆ Violations include improper use or theft of county property
- ◆ Duty to report false claims, Medicaid fraud and abuse per federal law

## Safety

**Providing a clean, safe and healthful work environment is a goal of Marion County.** No job is considered so important or urgent that employees and volunteers cannot take time to perform their work safely. You should never be asked to do your work in a way that is unsafe.

**During your on-site orientation, your supervisor will discuss all applicable safety and health rules with you.** You should know the emergency procedures and evacuation routes for your work site. If you are unclear about any safety policies or procedures, ask your supervisor or volunteer services coordinator.



A volunteer loading safety cones after a weed pull event.

**As a volunteer for Marion County, you have a responsibility for your own safety and health, which includes using all required safety devices such as hard hats, seat belts, and eye and ear protection.**

You are expected to use proper lifting techniques and the right tools for the job. Notify your supervisor of any physical conditions such as drowsiness due to medication, illness or emotional strain which may affect your performance.

**It is important that you immediately report all work-related accidents, injuries, illnesses, and near-misses to your supervisor or volunteer services coordinator so the proper documentation can be completed.**

## **Preventing Harassment and Discrimination**

*Marion County Administrative Policy #602, Discrimination and Harassment Free Workplace*

**It is the policy of Marion County to maintain a work environment which is free of harassment based on race, color, age, religion, sex, sexual orientation, disability, national origin, and any other protected status in accordance with applicable state and/or federal law.** Discrimination or harassment will not be tolerated in the workplace, in the provision of county services to members of the public, in any work-related setting outside of the workplace, or when using county-owned equipment including vehicles and electronic devices.

The intent of Marion County is that all employees and volunteers will work in an environment free from discrimination and/or harassment by another employee, supervisor, contractor, volunteer or non-employee for any reason. This policy is equally applicable to vendors, grantees, contractors and subcontractors of the county concerning their interaction with county employees and volunteers.

**No employee or volunteer shall discriminate in employment practices or provision of county services to any person of protected status.** Interview questions or competency tests that tend to screen out protected classes and are not related to essential job functions cannot be used. This includes predetermining a job or promotion on the basis of race, sex, etc.

**No employee or volunteer shall harass any other employee or person in the provision of county services on the basis of race, color, age, religion, sex, sexual orientation, disability, national origin, and any other protected status in accordance with applicable state and/or federal law.**

This includes, but is not limited to:

- **Verbal** - Use of epithets, slurs, negative stereotyping, jokes, or banter that is derogatory or shows hostility because of protected class status. This includes racial slurs, verbal threats or intimidation, derogatory remarks about national tradition, traits or foods, jokes about disabilities, mimicking dialects or accents, or sexual innuendos.
- **Nonverbal** - Distribution or display of written or graphic material placed or circulated in the workplace that ridicules, denigrates, insults, belittles, is disparaging of or shows hostility towards a protected class.
- **Physical** - Unwelcome physical touching or contact. This includes: pinching, grabbing, patting, touching, pushing, assaulting or other hostile acts.

In practical terms, there are two kinds of sexual harassment:

- **Quid Pro Quo** - Where employment decisions or expectations are based on an employee or volunteer's willingness to grant or deny sexual favors.
- **Hostile Environment** - Where verbal or nonverbal behavior in the workplace focuses on the sexuality of another person or occurs because of the person's gender, is unwanted or unwelcome, and is severe or pervasive enough to affect the person's work environment.

**If, as a volunteer for Marion County, you feel you may be the subject of discrimination or harassment** you may contact anyone in your department management with whom you feel comfortable, the county's volunteer services coordinator, or any personnel analyst in Marion County Business Services, Human Resources Division. Reports of discrimination or harassment will be directed to Human Resources and will be examined impartially and resolved promptly.

## Preventing Workplace Violence

*Marion County Administrative Policy# 603;  
Workplace Violence Prevention*

**Marion County is committed to maintaining a safe work environment free from all forms of violence for all county employees, elected officials, volunteers, contract workers and agents.**

Acts of violence are strictly prohibited and will not be tolerated. No one shall engage in any act of workplace violence against any person during the course and scope of his or her work for Marion County.



A volunteer demonstrates pruning techniques.

**Workplace violence includes the following acts at or related to the place of work:**

- Causing or attempting to cause physical harm to another by any means, including, but not limited to, striking, kicking, shoving, pushing, harassing, intimidating, coercing, or brandishing a weapon.
- Damaging or destroying property when such conduct is not within the course or scope of duties.
- Abuse, intimidation or threats of violence in written, electronic, physical or verbal form.

**Employees, elected officials, volunteers, contract workers and agents of Marion County who experience any form of, or have knowledge of, a violent act committed or threatened to be committed in the workplace by any person must report this action.**

**Should a violent incident occur**, the first priority is the safety of the persons in the area. If a person feels threatened or in danger of imminent bodily harm, he or she should take the following steps:

1. Leave the scene if it can be done safely.
2. Call 9-911 (from a county line) if the situation warrants.
3. Report the incident to a supervisor as soon as possible.

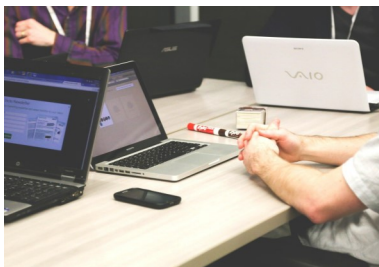
**If an individual poses no immediate physical threat**, but is making verbal threats or otherwise intimidating people in the area, those feeling threatened should:

1. Keep away from the individual.
2. Notify a supervisor as soon as possible.

**Marion County recognizes there may be situations that demand immediate actions to protect oneself or others against an act of violence.** If an incident occurs where instant and immediate actions must occur and there is no time to contact supervisors or wait for law enforcement to respond, employees, elected officials, volunteers, contract workers or agents may protect themselves consistent with the law.

## **Use of Computer, Fax, E-mail and Internet**

*Marion County Administrative Policy #701; Use of Computing and Communications Assets*



The proper use of county office and telecommunication equipment, e-mail, and Internet is an important method of effectively carrying out the mission of Marion County. Office equipment and data communication hardware and software are to be used for official county business. Brief and infrequent personal use of these items is permitted consistent with this policy



and department guidelines:

- **Software purchased by the county may not be copied for personal use** and only software, hardware, and diskettes owned by Marion County should be used on county computer systems. All software must be used in accordance with its licensing agreement.
- **All communications, files, and attachments on e-mail and word processing systems are considered public records** available for public inspection, unless specifically exempted by state law. Confidential information should not be delivered to another person by e-mail. Any message or wording that degrades or humiliates any person is strictly prohibited. Incidental personal use of e-mail during breaks and outside of work hours is permitted, subject to the provisions of this policy. All e-mail communications are subject to inspection at any time and without notice.
- **Internet access is provided as a resource and tool for assisting in the conduct of official county business.** Incidental personal use of county equipment to access Internet sites outside of work hours is permitted if it is conducted in a manner consistent with this policy. Personal use of the county Internet to access sites devoted to racist, violent, or sexual content is strictly prohibited. Only basic text files may be downloaded from the Internet and no executable or program files may be downloaded except by Information Technology Department staff. It is prohibited to post, distribute, store for retrieval, or otherwise make accessible via the Internet any of the following: defamatory, derogatory, insulting, or degrading material or information; confidential or privileged information; and copyrighted materials without consent. Elected officials and department heads may establish more restrictive Internet use policies for their department.
- **Passwords are intended to be selected and maintained by the individual** and not shared with anyone except those authorized by his or her supervisor. In no case should a computer be left logged on to any system when confidential or restricted information is displayed on the screen. The computer should be logged off during breaks or when leaving work.
- **Telephones are an important communication avenue for county business.** Occasional personal use of landline telephones is permitted to avoid undue interruption of work or disruption of the work place. Personal calls shall be limited to calls that are infrequent and brief and necessary to conduct personal business. No long-distance calls are allowed unless billed to a calling card.



## **Drug and Alcohol Use and Testing**

*Marion County Administrative Policy #518, Drug and Alcohol Free Workplace*

**The purpose of the Drug and Alcohol Use and Testing Policy is to promote employee safety, health, and efficiency by maintaining a workplace free from prohibited alcohol and drug use. Volunteers must abide by the provisions of this policy as a condition of volunteer service with Marion County.**

### **General fitness for duty and attendance standards:**

- Employees and volunteers shall not report for duty or be on call while “under the influence” of alcohol or drugs.
- A volunteer considered “under the influence” by reasonable suspicion will be released from his/her duties. Only a supervisor trained in reasonable suspicion is able to release a volunteer. A volunteer may be tested for a post-accident while performing volunteer duties.
- Employees and volunteers shall not report for duty while using, consuming, possessing or “under the influence” of medical marijuana pursuant to the Oregon Medical Marijuana Act, ORS 475.300 to 475.346.
- Employees and volunteers shall educate themselves about the effects of any prescription or nonprescription medications by obtaining information from health care providers, pharmacists, medication packages and brochures, or other authoritative sources in advance of performing work or volunteer duties. Employees and volunteers shall notify their supervisors in advance when their use of prescription or non-prescription medications may impair their ability to perform duties safely.



A volunteer processing fingerprints at the Forensic Lab.

### **Prohibitions and work rules affecting all employees and volunteers:**

- Employees and volunteers shall not possess, consume, manufacture, distribute, purchase, or sell alcohol or alcohol containers in the workplace except when lawfully required as part of a the job or volunteer duties. An exception is made when the alcohol containers are sealed and in a private vehicle or are purchased in conjunction with a county authorized fund-raiser.

- Employees and volunteers shall not possess, consume, use manufacture, distribute, cause to be brought, dispense, purchase, or sell illegal drugs or drug paraphernalia, in the workplace except when lawfully required as part of a job or volunteer duties.
- Employees and volunteers shall not distribute, dispense or sell prescription medications except when lawfully required as part of the job or volunteer duties.

## **Insurance**

### *Marion County Administrative Policy #514, Volunteer Injury Coverage*

#### **Accident insurance**

Marion County has volunteer accident insurance for any work-related injury incurred during the course of a volunteer’s official duties as outlined on the volunteer job description. Coverage is initiated when a completed Volunteer/Intern Application Form, proof of volunteer orientation, and a job description have been submitted to the county’s volunteer services coordinator.

The Volunteer Insurance Coverage applies after the volunteer’s own medical or any other primary coverage. Limits for volunteer injury coverage are \$10,000 for accidental death and dismemberment, \$5,000 for medical expenses, and \$500 for dental expenses.

Sheriff’s Office Reserve Deputy, Search and Rescue Units (includes Posse) and Cadets are covered under Worker’s Compensation Insurance.

#### **Liability protection for volunteers**

Marion County is a local public body and is subject to legal action and suit for the torts of its officers, employees and agents, including volunteers (Oregon Tort Claims Act, Oregon Revised Statutes 30.260 - 30.302). A tort is any breach of a legal duty which results in injury to a specific person or persons for which the law provides a remedy. “Injury” can include such things as financial loss, damage to reputation or emotional injury as well as physical injury.

According to the Act, the action or suit is brought only against the county, not against the individual volunteer. The volunteer, upon written request, is entitled to indemnification (protection from the cost of any judgment) and legal defense for any tort committed while in the performance of the volunteer’s duties. This is true unless the act or omission complained of



amounted to malfeasance in office, willful or wanton neglect of duty, or criminal activity.

Volunteers are included, along with agency employees, in tort and civil liability coverage. This coverage extends to injury or wrong to another person or another's property while on a volunteer assignment.

### **Automobile Liability**

Volunteers may be cleared to drive as part of their volunteer work. The volunteer must complete and submit a driving history release form (in some departments the driving check is performed as part of the criminal history check) to the volunteer services coordinator prior to driving. A valid driver's license and an acceptable driving record are required before a volunteer will be permitted to drive. Risk Management has the final authority for determining if an individual's driving history meets county standards.

In addition, if a volunteer will be driving his or her personal vehicle, proof of current insurance on the vehicle must be photocopied and included in the volunteer's file with the county volunteer services coordinator before he or she can drive on county business. Volunteers who drive clients must be assigned to a volunteer position approved by the department head and Risk Management.

In case of an accident in a private automobile, the volunteer's own insurance is primary. Marion County shall indemnify the volunteer for claims within statutory limits if the claims are greater than the volunteer's insurance liability limits. For indemnification to be available, the volunteer must be approved to drive and the volunteer's conduct must have been within the scope of official duty, and it must not constitute willful neglect. Marion County does not reimburse volunteers for deductibles or pay for damage to the volunteer's private vehicle.

## ***Procedures, Expectations and Other Information***

### **Screening**

To maintain security in departments and for certain clients, most employee and volunteer positions require a criminal history and/or driving history check. However, only necessary background checks required for the position are performed. Some departments conduct criminal history checks in addition to checking personal references. Any check into a volunteer's background is conducted in a professional and confidential manner and is only performed with the volunteer's knowledge and permission.



## **Customer service**

Marion County's primary function is to provide service to its customers, the people who live and work in Marion County and its visitors. All employees and volunteers, whether or not they have direct public contact, are engaged in providing this customer service. Every person who enters a Marion County office or work site is a customer and should be made to feel as though his or her interests or concerns are important. Every employee and volunteer is acting as a representative of Marion County to that customer. The role of the county is not to regulate the customer, but to help the customer meet the requirements imposed by regulations.



Marion County customer service standards outlined in policy and procedures that include:

- Accessibility
- Timeliness of Response
- Conduct—Positive Attitude
- Quality
- Resolution
- Accountability

Each department or office of an elected official has developed specific customer service guidelines that allows that office to provide exemplary service to the public.

## **Confidentiality**

Due to the nature of services Marion County offers the public, many county departments process information that is confidential and not public record. For that reason, in some county departments, staff and volunteers are asked to sign a confidentiality statement, agreeing to keep information to which you have access confidential and not discuss it with anyone other than the staff person with whom you work. Confidentiality also applies to information that is overheard by and spoken directly to you.

## **Health Information Portability and Accountability Act (HIPAA)**

Since many county departments handle medical records of clients, following the HIPAA guidelines is required. HIPAA is an upgraded code of behavior for the healthcare industry and someone's health information. HIPAA ensures better customer privacy, security of protected health information, and upgraded standards in electronic transmissions of health records. Handling clients' protected health information means using de-identified information when practicable, being aware of responsibility to a person's protected health information, and avoiding improper use and disclosure of protected health information. Departments with volunteers in positions of access to protected health information provide training on

## Tracking Volunteer Hours

It is important that either your or your supervisor track your volunteer hours and submit them on a quarterly basis to the county volunteer services coordinator. A record of your hours shows when you were on the job for accident claims, can be used to verify work experience for job references, and is used to compile the county's annual volunteer report. You can create an [online volunteer account](#) to track hours electronically or you can obtain a print form from your supervisor or the county volunteer services coordinator.

## Parking

Free parking is available at most Marion County sites. Free parking permits are available downtown in the Marion and Pringle parking structures for county volunteers. The City of Salem issues permits through Marion County for registered volunteers. The free parking zone is regularly patrolled by parking enforcement. Tickets for illegal parking are expensive and will not be reimbursed by the county. Many Marion County sites are also easily accessible by public transportation.

## Volunteer Service Descriptions

Every county volunteer must have a volunteer service description for the work that he or she will be doing. The service description outlines the volunteer's duties and level of responsibility. Some work-experience volunteers or college interns may have program or learning objectives that can be included in the job duties. It is the responsibility of a volunteer's supervisor to provide the county volunteer services coordinator with a job description prior to the start of volunteer service.

## Recycling

Marion County makes every effort to practice waste minimization whenever possible. How this is accomplished varies in each department and work site; however, here are some general suggestions that are useful almost everywhere:

### Use and reuse of materials:

- Reuse materials whenever possible
- Cut down on the production of waste through use and reuse
- Participate in reduction and reuse

### Recycling:

- Recycle recyclable materials
- Provide recycling receptacles
- Contract with non-county recyclers when necessary



# Volunteer Rights and Responsibilities

## ***As a Marion County volunteer, you have the right to:***

- An interview and orientation.
- Adequate supervision and training.
- Clear and specific directions.
- The opportunity to offer feedback and ask questions.
- Expect regular feedback on the work you are doing.
- Receive adequate space, equipment and supplies to perform your volunteer duties.
- Be respected and treated in your workplace as unpaid personnel.
- Receive appropriate recognition for your contribution.

## ***As a Marion County volunteer, it is your responsibility to:***

- Report promptly at the time agreed upon and notify your supervisor ahead of time if you are unable to be there at that time/day.
- Dress appropriately for the setting and the task at hand. Ask your supervisor if you are unsure of the department's expected dress code.
- Carry out your duties in a safe, responsible way.
- Track and submit the hours you work.
- Maintain the confidentiality of information revealed to you regarding clients and co-workers.
- Work within the guidelines of your volunteer service description and accept supervision.
- Observe the same rules and policies as Marion County salaried staff.
- Consider volunteering a serious commitment.
- Offer feedback and suggestions where appropriate.



## **General Information About Marion County Departments and Programs**

### **Assessor**

The Assessor's Office administers the laws regarding assessment of property which is subject to taxation. Functions within the office are: Cartographic and Geographic Information Systems (mapping), Sales Data Section, Residential, Commercial, and Mobile Home Section, Personal Property Section, and Special Assessment Section. The Tax Office is a division of the Assessor's Office and is responsible for billing, receiving and posting property tax payments for distribution to the many taxing districts in the county, including cities and schools.

### **Board of Commissioners**

The Board of Commissioners is the county governing body. The board consists of three elected officials who set the overall policy and direction of county government. The board's business meetings are held Wednesday at 9:00 a.m. in the Commissioner's Board Room at 555 Court St. NE, Salem, and are open to the public. The Board of Commissioners staff includes the county administrator, senior management advisors, the public information officer and a policy and planning analyst.

### **Business Services**

Business Services provides facilities, personnel, insurance and wellness support for county departments and employees. Areas of service include:

Administration Division maintains department infrastructure and divisional support, parking management and mail/courier services.

Facilities Management Division maintains the county's buildings and grounds.

Human Resources Division provides personnel support and training to county staff, issues job announcements, accepts applications for open positions from the public, and assists departments with hiring. The county training and volunteer services coordinators are located in Human Resources.

Risk Management Division is responsible for managing insurance programs the county offers its workers, paid and volunteer, as well as the self-insurance fund that covers county liabilities. Other functions include loss control, wellness and benefits.

### **Community Services**

The Community Services Department was established by the Marion County Board of Commissioners (BOC) to serve Marion County constituents and to achieve more efficient and effective service delivery. Under this direction, the department forges partnerships in support of local efforts to positively impact the lives of children and enhance each family's ability to face today's challenges. Under the direction of the department, the members of the Children and Families Commission, an advisory body to the department and



the BOC, bring together local voices to promote economically healthy neighborhoods and communities; strengthen families; help youth succeed; and to assist organizations in connecting key resources.

### **Clerk**

The Marion County Clerk's Office oversees elections, official records, marriage licenses, passport applications and the Board of Property Tax Appeals. Additionally, the Clerk's Office maintains the official records of the Board of Commissioners.

Elections The division of the Clerk's Office which registers voters, publishes the county voters' pamphlet, and oversees voting.

### **District Attorney**

The District Attorney's office is responsible for serving the citizens of Marion County by prosecuting crime, enforcing child support, protecting minors, and aiding victims of crime and their families. In addition to the criminal division, the DA's office has Support Enforcement and Victim Assistance divisions. The Victim Assistance Division trains and provides volunteer advocates for victims of child abuse, domestic violence, sexual assault and for the survivors of homicide victims.

### **Dog Services**

The Marion County Dog Services operates Marion County's dog shelter located in Salem, with the mission of serving and protecting dogs and communities throughout Marion County. The program, which operates as part of the Community Services Department, maintains an efficient, balanced dog control program to meet the needs of dog owners while enforcing laws to protect the public from nuisance dogs. Functions include: licensing, record keeping, identification of lost or nuisance dogs, investigating and handling complaints and providing information for citizens about responsible pet ownership.

### **Extension Service**

The extension agents are Oregon State University faculty housed in a county office. They extend the university to the community by teaching new skills and providing problem-solving services. Informal education is provided through workshops, answers to questions, and free or low-cost publications. Some specific areas of service are: agriculture, home economics, home horticulture, farm forestry, 4-H Youth Development, and energy. Volunteers are trained as 4-H leaders, Master Food Preservers, Master Gardeners and advisory board members.

### **Fair Board**

The Marion County Fair Board (Board) is comprised of seven members that are appointed by the Board of Commissioners (BOC). The Board is supported by the fair coordinator who is a Community Services Department staff member. The fair coordinator assists with the operations and coordination of the fair activities and events and oversees the volunteer assistance needed to produce the annual Marion County Fair, which takes

place across four days in the second weekend in July. The fair provides a showcase for granges, 4-H youth, FFA youth, livestock organizations, and open class exhibitors. Additionally, the fair features live entertainment (both paid and volunteer), commercial and county department booths, food booths, a carnival, and many community-focused activities.

Volunteer positions include: open class department superintendents, open class department entry clerks, and department clerical assistants, setup/take-down assistance, entry and exit gate ticket takers, and various project/activities helpers.

### **Finance**

Finance is responsible for budget preparation, purchasing, contract management, accounts payable & accounts receivable, processing payroll, tax foreclosed property and surplus items.

### **Health & Human Services**

The Health & Human Services Department, in collaboration with community partners, provides an array of high-quality health services which promote individual and community health for all people in Marion County. Service areas in the Health Department are:

*Public Health* includes health education, information and referral, communicable disease control, diagnosis and treatment for tuberculosis and sexually transmitted diseases, immunizations, registration of birth and death certificates, HIV testing and counseling, maternal and child home nursing, and food supplements for women and children (WIC).

*Behavioral Health* includes education and treatment for adolescents and adults with drug addictions, case management and social rehabilitation for adults with long-term mental illness and case management for people with developmental disabilities.

*Environmental Health* includes licensing of public facilities such as restaurants, public swimming pools, motels, and camps and food handler training and certification.

### **Housing Authority**

The Marion County Housing Authority is a federally subsidized agency that provides affordable housing for low-income families who want to live in Marion County outside of the city of Salem limits.

### **Information Technology**

The Information Technology (IT) Department ensures the delivery of efficient, cost-effective technology services to county departments while providing an overall technology strategy and direction for Marion County. A primary goal of the IT Department is to provide technical support that meets the needs of department business goals and objectives. IT maintains technical consistency with hardware and software trends and standards.

## **Justice Court**

Justice court is funded by the county. Minor traffic offenses, some misdemeanors and small civil claims are heard in these courts. In addition, the justice court will hear cases relating to violations of county ordinances such as charges of excessive noise or dogs running at large.

## **Juvenile Department**

The Juvenile Department responds to the need for community safety by holding delinquent youths and their parents accountable, and providing resources for positive change. The department assesses delinquent youth and supervises youthful offenders in the community who have been placed on probation.

Service areas within the Juvenile Department are:

Probation Services includes intake, case management, intensive supervision, and satellite offices in Woodburn and Stayton.

Alternative Programs includes work-oriented and community service opportunities for youth.

Educational Programs ensures educational opportunities for youth and provides educational support for youth in other Juvenile Department programs.

Guaranteed Attendance Program (GAP) provides a staff-secure alternative to detention. Youth in GAP are released to participate in a day program on campus or fulfill their community responsibilities.

Counseling Services are managed by one full-time counselor with the support of additional part-time counselors. Counselors provide anger management groups for youth, counseling for families, parent training classes as well as consultation and assessment of youth and their families.

Detention houses youth offenders temporarily in a secure facility. In addition to providing a short-term, secure setting for youth who violate their court orders, detention also serves as a holding facility for youth who are awaiting an adjudicative hearing or placement in a treatment program or shelter home.

Day Reporting Center provides accountability for youth who have failed to complete their court-ordered assignments, been suspended from school, need help with homework or job seeking, or are unable to perform physical labor.

Family Support Project receives referrals from probation officers. The youth's family volunteers to become part of the program to develop family goals and activities to meet the goals. The family is assisted by a team and a family support specialist team leader in their efforts to locate resources and obtain services.

## **Law Library**

The Marion County Law Library is a non-circulating reference library with collections of case law, statutes, treatises and continuing education legal books. It serves the legal profession and the general public. The library staff cannot answer legal questions, but they can assist people in locating information.

## **Legal Counsel**

Legal Counsel is responsible for providing legal counsel to the Board of Commissioners and other county departments. Legal Counsel also prosecutes violations of county ordinances.

## **Public Works**

Public Works is divided into several divisions:

Administration is responsible for planning, organizing and implementing administrative services for all Public Works functions.

Building Inspection reviews new construction and remodeling plans for buildings in unincorporated areas of the county and, by contract, in incorporated cities of Marion County which do not have their own building inspection programs. After inspecting building sites and plans, the division issues combined structural, electrical, plumbing, and mechanical building permits.

Emergency Management assists and coordinates the development, maintenance and implementation of a county-wide emergency management system that includes mitigation, preparedness, response and recovery capabilities for major emergencies. Citizens engage through Community Emergency Response Teams (CERTs), Amateur Radio Emergency Services (ARES), Medical Reserve Corps (MRC), and Fire Corps.

Engineering is responsible for bridge construction and inspection, traffic and safety studies, impact of land use studies, and design and survey of roads, guard rails and bike paths.

Environmental Services is responsible for managing the county's solid waste system. The department franchises and monitors collectors, transfer stations, landfills and ashfills. It also evaluates the Waste-to-Energy Facility at Brooks. The division ensures that the state law mandating availability of recycling opportunities is implemented, trains Master Recycler/Composter volunteers, and participates in the Paint Back program which collects unwanted latex paint which is then remixed into a usable paint.

Planning Division is responsible for land use planning in the county. It also manages the Planning Commission.

The Surveyor's Office is part of the Engineering Division. Besides surveying for design and construction as needed by Public Works, the Surveyor's Office is responsible for locating, preserving and monumenting government corners and other landmarks, as well as providing the public with complete, accurate and timely information while meeting the duties mandated by state law.

Operations is primarily responsible for maintenance of 1,200 miles of county roads and the department's communication system, operation of the county's two ferries as well as equipment and property maintenance.

Parks is responsible for the improvement and maintenance of 16 developed and seven undeveloped parks in Marion County. Parks staff is assisted by youth work crews from the Juvenile Department in the upkeep of the parks. The Adopt-a-Park program, in which individuals or groups in the community may adopt a park, is administered by this division. Many groups and individuals assist with annual park cleanup days and with park maintenance projects.

### **Sheriff's Office**

The Sheriff's Office is the law enforcement arm of the county. Its mission is to consistently seek ways to affirmatively promote, preserve and deliver a feeling of security and safety while providing quality services to the community. The first priority is prevention of criminal activity within the community, enforcement of laws, and investigation of criminal activities. The four divisions are:

Support Division retains department records, processes concealed weapons permits, provides civil process to the courts for legal documents, maintains security within the courts and courthouse, transports inmates, handles extradition processes, manages evidence and property records and oversees administration.

Enforcement Division includes patrol officers who respond to and investigate crimes within the county and provide traffic control, detectives, crime prevention, K-9 Teams, Marine Patrol, Reserves, Search and Rescue, Jeep Patrol, Mounted Posse, Explorer Scouts, Cadets and educational prevention programs.

Institutions Division includes the 528-bed co-ed Marion County jail.

Parole and Probation Division provides supervision for more than 3,200 offenders.

### **Tax Office**

The Marion County Tax Department collects the property taxes for Marion County and distributes those funds to the various taxing districts within the county.

### **Treasurer's Office**

The Treasurer's Office maintains cash balances for the various county departments, receipts their funds, pays for warrants drawn on such funds, and provides interest earned through investments made according to Oregon law. Additionally, the Treasurer's Office distributes property tax collections to all taxing districts within the county, receives payments on sewer district and street assessments, and redeems bearer bonds and coupons for taxing districts.

### **LEGAL HOLIDAYS FOR COUNTY OFFICES**

New Year's Day  
Presidents Day  
Independence Day (July 4)  
Veterans Day  
Christmas Day

Martin Luther King's Birthday  
Memorial Day  
Labor Day  
Thanksgiving Day

When a holiday falls on a Sunday, the following Monday is considered the holiday. When a holiday falls on a Saturday, the preceding Friday is observed as a holiday. There may be exceptions in some county offices to this holiday schedule. Please check with your supervisor prior to a holiday for verification.



