

Welcome to TAP



# Temporary Assignment Program Employee Handbook

County of Riverside | Human Resources

**RIVCO 1HR**  
*putting people first*

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# Welcome to TAP

## WELCOME TO THE TEMPORARY ASSIGNMENT PROGRAM

### *About the Program*

The Temporary Assignment Program (TAP) is an innovative and award-winning program run by the County's Human Resources Department (HR) and functions similar to a temporary employment agency in the private sector. TAP is operated by HR staff, to hire and manage temporary personnel who can be placed on temporary assignments throughout the County, to meet staffing needs.

This handbook is designed to help TAP employees understand their employment experience with the TAP. This packet provides a summary of information concerning TAP personnel policies and practices, and explains employee responsibilities, benefits and other terms of employment.

Please read this document and keep it accessible for reference while you are employed by TAP.

The Temporary Assignment Program strives to meet the staffing needs of the County departments it services, while providing a quality employment experience for the temporary staff it employs.

**Temporary staff employed by TAP work on an at-will basis.**

# THE HIRING PROCESS

## Hiring

TAP hires personnel for departments requesting temporary staff, and for anticipated requests for temporary staff. When hiring for department requests, TAP works quickly to get candidates hired due to an open request awaiting the arrival of a temporary placement. TAP also hires into a pool of ready and available temporary workers for positions in which frequent requests are received, such as Office Assistants and Accounting Assistants. For these positions, candidates may be hired by TAP without a known assignment. Pool candidates can be employed by TAP without an assignment for up to 90 days. Temporary Assistants employed by TAP receive no wages or pay from TAP while waiting for assignments.

## Prior to Assignment

After selection of a candidate for hire into TAP, and before placement on assignment, it is mandatory that TAP employees pass a physical examination which includes a drug and alcohol screening; passing a background check, which includes fingerprinting and may include a credit check; and attending a TAP New Hire Orientation. Employment with TAP is contingent on a candidate's ability to pass the physical examination and background screening for assignments.

**Temporary Assistants who are sent on assignments with law enforcement departments (Sheriff, Probation, Public Defender, etc.) may be subject to an extensive background check by the department, including a polygraph examination. This is in addition to the TAP-required background check.**

## Tested Positions

The County of Riverside conducts pre-employment testing to assess candidate qualifications for certain positions and TAP assignments. For positions and assignments that have an associated pre-employment test, valid test scores are required of all candidates.

Some tests are available to take from candidates' home computers in an un-proctored environment, while other tests are administered in an appointment-only, proctored environment. Candidates who take un-proctored tests may be required to take a score-confirming test in a proctored environment. Candidates should read job announcements carefully to understand testing requirements, if any, for positions of interest. More information can be found on the Human Resources Department website at [www.rc-hr.com](http://www.rc-hr.com).

## ***Equal Opportunity Employer***

The County of Riverside is an equal opportunity employer. It is the policy of the County of Riverside to provide an equal employment opportunity for all qualified persons. All applicants will be considered without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender, gender identity, gender expressions, marital status, ancestry medical condition (cancer and genetic characteristics), genetic information, or denial of medical and family care leave, or any other non-job-related factors.

## **EMPLOYMENT WITH TAP**

Most TAP employees are classified as Temporary Assistants in the County of Riverside payroll system. Classification titles are used primarily to establish pay rates.

As a TAP employee, any general employment questions or concerns regarding your assignment should be directed to the TAP office. Make sure that you have the TAP phone number, as well as that of your assignment supervisor. Specific questions relevant to your assignment duties should be directed to the assignment supervisor to whom you report to on a daily basis.

## ***Hiring with TAP***

TAP employees are employed by the Human Resources Department and are sent on assignments to more than 40 departments and agencies throughout Riverside County. TAP hires employees to deploy on Job Orders that it receives, but also hires employees for Job Orders that may be received in the future. TAP recruiters communicate the details of Job Orders to candidates and can provide specifics on the work required of each assignment.

TAP employees can remain on the Human Resources Department's payroll for up to 90 days without an assignment before they are terminated.

## ***Employment At-Will***

TAP employees are temporary, at-will employees and their assignments can be terminated at any time, with or without cause.

TAP assignments vary in length and can last up to six months. Employees are expected to complete the duration of the assignment. Work days and hours vary by assignment, and that information will be provided by the recruiter. Upon successful completion of an assignment, TAP employees may be eligible for reassignment but there is no guarantee of continued work.

**Be sure to communicate with the TAP office** if you experience the following situations:

- If your assignment responsibilities change.
- If your assignment supervisor changes.
- If you are injured while on an assignment.
- If your contact information changes, such as home address/telephone number.

## **Authorization to Drive**

TAP employees may be required to drive on County business must meet all vehicle and safety requirements before authorization is given to operate a County or personal vehicle while on County business. TAP employees must submit a completed General Form #30, "Authorization to Drive a Riverside County Vehicle or Private Care for County Business" and have a valid driver's license and proof of insurance.

## **Mileage Pay**

If a County vehicle is not available, you may be required to drive your own personal vehicle as part of your assignment. You must have prior authorization (from who?). For reimbursement of mileage used, submit your mileage report along with your timesheet. Mileage reimbursement is paid at the current IRS reimbursement rates.

## **PeopleSoft Employee Self Service**

The County of Riverside utilizes PeopleSoft software for its human resources management system. PeopleSoft allows county employees to access important employment-related information through their Employee Self Service account.

In Employee Self Service, employees can:

- Access pay advices for current and past pay periods
- Change direct deposit information
- Change/update W-4 withholding rates
- Elect to receive their W-2 electronically
- Update Address and contact information

## **View Employment Opportunities**

Upon hire, TAP employees may access their Employee Self Service account by utilizing their employee identification number and the default E and password. To access Employee Self Service, employees should visit [www.rc-hr.com](http://www.rc-hr.com) and use the link for the Employee Self Service. New employees can access with the following credentials:

- Employee Self Service Account ID: E + your employee number (for example E123456)
- Password: E + Your six-digit County Employee Number + \$ + the last 4 digits of your Social Security Number (example: E123456\$9999).

Employees should change their password during their first log-in to their Employee Self Service account.

For problems accessing your Employee Self Service or questions on your account, please contact the RCIT Help Desk at (951) 955-9900 (micro 59900).

## **Attendance and Punctuality**

Regular attendance and punctuality are a requirement of every job in the County of Riverside. Absences and tardiness should be reported to your assignment supervisor. Upon assignment, employees should communicate with their assignment supervisor regarding the absence/tardiness reporting requirements of that department where they are assigned.

Failure to adhere to work schedules may subject TAP employees to be removed from their assignment and could affect their eligibility for future re-assignments with TAP.

## **County Equipment**

Some TAP assignments may require the use and issuance of equipment such as cell phones, tools, uniforms, keys, or badges. These items are the property of the County of Riverside and should only be used for work-related activities and must be returned at the end of your assignment or employment with the County.

## **Inspections of County Property**

All premises, facilities, equipment, furnishings and other property provided by the County for employee use are considered "County Property," including, without limitation, filing cabinets, desks, lockers, storage devices, computers, computer hardware and software, Internet and intranet access, email systems, telephones and voicemail systems. The County reserves the right to access, inspect and monitor all County Property, and all property and information contained therein, at any time, without advance notice to, or consent from, TAP employees.

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TAP employees may not use the County's computers or any other county property for any improper purpose, which includes working on behalf of an employer other than the County, before, during or after work hours. You should have no expectation that any data entered on County computers – including personal information unrelated to the County's business – is, or will remain, private.

## **Email, Voicemail, and Internet**

The County may provide you with access to its electronic mail ("email") system, voicemail system and /or Internet system (collectively, "County Systems") for the purpose of conducting County-related business. Your use of County Systems is subject to the following rules.

1. **Ownership and Monitoring:** All records created by you through any County System are the property of the County. The County reserves the right to monitor the use and operation of County Systems, to access all records within them and to retain or dispose of such records as it deems necessary or desirable in its sole and exclusive discretion. This expressly includes the County's right to override any password, encryption or other process or device intended to prevent access to information. In connection with its monitoring of the Internet system, the County also expressly reserves the right to monitor the frequency and duration of your Internet usage and the sites you have visited.
2. **Message Content:** County Systems must not be used to send any message that does not comport with the County's ordinary standards of courtesy and professionalism.
3. **Confidentiality:** Never send or disclose messages containing confidential or proprietary information to anyone who does not have a right to, and need for, such information. Also, never access the files or communications of others unless you have a legitimate business purpose and authorization to do so.
4. **Compliance with County Policies:** Always comply with County policies when using County Systems. Voicemail, email or Internet use that violates any of the County's policies, including those prohibiting discrimination and harassment, will not be tolerated.
5. **No Solicitations:** Do not use County Systems for religious, political, charitable, or personal solicitations, or for advertising and personal enterprise.
6. **Inappropriate Material:** Do not access or forward material that is offensive or otherwise inappropriate for the workplace.
7. **Security:** When communicating confidential information, be aware of security issues. Conversations over cordless telephones and messages sent over the Internet from wireless "hot spot" are particularly susceptible to interception.
8. **Deleting Messages:** County Systems are backed up at regular intervals. Never assume that an email message or a voicemail message you have deleted is deleted for all purposes. A message deleted from your "in-box" may be available elsewhere on the network. Voicemail messages and email messages sent outside of the County may remain on the recipients indefinitely.

9. Logging Off: Always log off the network when you are not using your computer. An unattended computer can be accessed by unauthorized persons.
10. Password Security: Never divulge your network login ID or password. If a request appears asking for your network login ID or password (or any other personal information), do not release the information. Notify your supervisor immediately of any such request.
11. Installation of Software and Downloading: Never install any software on a County System without first obtaining consent from your TAP recruiting supervisor.
12. Copyright Infringement and Other Unlawful Activity: Use of the County's Systems for any unlawful activity is strictly prohibited. Never use a County System to convey material or information that is defamatory or that violates copyright laws or any licensing agreement.
13. Be Aware of County Representations: Only authorized employees may communicate on the Internet on behalf of the County.

## **Confidentiality**

While on temporary assignment with the County of Riverside, you are required to uphold confidentiality at all times. Do not discuss personal information or records you may have read such as personnel files, patient charts, or other sensitive material. The County of Riverside is in strict compliance with the "Health Insurance Portability and Accountability Act of 1996 (HIPAA)." This is a privacy law that protects individuals' medical records and personal health information, gives patients greater control over their information, and sets boundaries on the use and release of records. This law also establishes safeguards that health-care providers and others must achieve to protect the privacy of health information. Violators of the HIPAA rule could be accountable for up to \$250,000 (cash) in Civil Penalties, and up to 10 years in Criminal Penalties (jail time).

## **End of Assignment(s)**

When an assignment ends, or if a TAP employee is released from an assignment, all County issued items, such as cell phones, tools, uniforms, keys, or badges should be returned to the assignment supervisor or TAP office. Employees are held accountable and billed for the cost of any items not returned.

TAP employees who are released from an assignment and have questions regarding the release should contact the TAP office and refrain from contacting or visiting the department supervisor.

Temporary employees in good standing remain active in the County payroll system, but do not receive pay for up to 90 days. They may be considered for reassignment, if TAP determines that reassignment is appropriate to the Temporary Assistants skills, abilities, and past performance on assignment. If you choose to terminate your employment with the County of Riverside for any reason prior to 90 days of not working, please submit a letter of resignation so that your termination is documented and can be recorded on your requested resignation date. If a letter of resignation is not received, your employment will be automatically terminated after 90 days of not working with TAP.

# YOUR PAY, PAYCHECKS, AND PAY DAY

## Rate of Pay

Temporary employees with TAP are paid the first step of the range for the comparable County classification in which they are placed. TAP may authorize a higher rate of compensation as required by certain positions that are difficult to fill.

## Meals and Breaks

The County of Riverside, as a local government entity, is exempt from the California Wage Orders that specify overtime and meal and break requirements for California employers. You should consult with your assignment supervisor for the meal and break allowances in the department where you are assigned.

## Overtime

The County of Riverside adheres to the requirements of the Federal Fair Labor Standards Act (FLSA). FLSA specifies the conditions under which overtime must be paid to employees for work performed during certain hours of work.

TAP employees must have approval from their assignment supervisor prior to working overtime.

Temporary Assistants who perform assignments in work that is not exempt from overtime pay requirements in the FLSA will receive overtime pay after working more than 40 hours in the 168-hour "workweek" (7 days x 24 hours per day) period in which wages are earned. It is important for employees to understand the "workweek" that applies to their assignment, so that they understand when overtime is earned.

Please contact the TAP office if you should have questions regarding the FLSA workweek that applies to your work schedule and assignment. More information regarding FLSA can also be found on [www.rc-hr.org](http://www.rc-hr.org).

## Stand-By and On-Call Pay *(limited to Riverside County Information Technology Department)*

TAP employees who perform IT related assignments may receive standby, or call-back pay under the following conditions:

## Stand-By

When placed on standby by the agency or department head specifically, an employee otherwise off duty, shall be paid one (1) hour's pay for eight (8) hours of duty to the nearest tenth of an hour. Standby compensation shall cease when the employee reports to work.

## Call Back

A non-exempt employee called back to a worksite to meet an emergency on an overtime basis, whether or not in a standby duty status, shall receive minimum credit for one (1) hours' work.

If an employee should complete the work required, and subsequently be recalled during the minimum credit period, no additional compensation shall be paid for until the minimum credit time has been exhausted. Call-back pay does not include time commuting to and from work.

## Remote Call-Back

If an employee may perform call-back work remotely without the employee having to physically report to a worksite, then the employee will be paid in one tenth hour increments for all time worked while remotely responding to the call. For example, if the employee remotely completes the performance of work in twenty-five (25) minutes, the employee will be paid thirty (30) minutes for the remote call-back.

## Holidays

TAP employees are not eligible for holiday pay but are paid straight time for hours actually worked during a holiday. The County of Riverside typically observes 12 holidays per year. A listing of the holidays for the current year can be found on the Payroll Calendar located on the Riverside County Auditor/Controller's website: [www.auditorcontroller.org](http://www.auditorcontroller.org).

- January 1<sup>st</sup> New Year's Day
- Third Monday in January Martin Luther King Jr. Birthday
- February 13<sup>th</sup> Abraham Lincoln's Birthday
- Third Monday in February George Washington's Birthday
- Last Monday in May Memorial Day
- July 4<sup>th</sup> Independence Day
- First Monday in September Labor Day
- Second Monday in October Columbus Day
- Fourth Thursday in November Thanksgiving Day
- Fourth Friday in November Day After Thanksgiving
- December 25<sup>th</sup> Christmas Day

## Sick Leave

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TAP employees are eligible for Sick Leave Pay. Eligible employees are provided with a sick bank of 36 hours, per calendar year, upon completion of their 90<sup>th</sup> day of employment. However, employees may only use 24 hours or three (3) days paid sick leave per calendar year, depending on their normal work day. For example,

Schedule breakdown:

1. 5/40 = 24 paid sick hours
2. 9/80 = 27 paid sick hours
3. 4/10 = 30 paid sick hours
4. 3/12 = 36 paid sick hours

## ***Jury Duty Pay***

If you receive a summons for jury duty while you are employed by TAP, you should immediately notify your TAP supervisor of your status. TAP cannot hold your current assignment open but will attempt to re-assign you once your jury service is complete. The TAP office will not request an excuse or deferment of your jury service on your behalf. TAP employees do not receive pay from the County for jury service.

## ***Interview Pay***

TAP employees are paid for actual hours worked. Therefore, if you are scheduled for a County or external interview, you will not be compensated for the time spent away from your assignment while you attend the interview.

## ***Bilingual Pay***

Some temporary assignments require bilingual skills of candidates performing the work. Generally, the positions require that an employee perform bilingual translations as part of their job function and regular duties at least 50% of the time. TAP employees assigned to positions requiring bilingual skills are eligible to receive bilingual pay. Compensation for bilingual pay varies according to usage of the second language requirements of the job.

Prior to an employee receiving bilingual pay, the employee must pass an assessment test that confirms their bilingual skills.

Employees who receive bilingual pay for an assignment designated as requiring bilingual skills and are later placed on a new assignment that is not designated as requiring bilingual skills, will not continue to receive bilingual pay.

## ***Direct Deposit***

TAP employees are encouraged to sign up for direct deposit. To sign up, attach a voided or canceled check (not a deposit slip) to the **Electronic Deposit Authorization** form. You will receive a paycheck by mail while your request is being processed, for approximately two pay periods. Once automatic deposit begins, you must obtain your statements (Pay Advice) of your earnings by accessing your Employee Self Service account.

## **Special Pay Card**

The County of Riverside offers employees free prepaid debit cards which allow employees to elect up to 100% of their paychecks to be deposited to the card. Enrollment forms and additional information regarding the card are provided in TAP orientation or can be obtained at the Auditor Controller's website by navigating to the Payroll Division.

## **Your First Pay Day**

TAP employees who are hired close to the end of a pay period may receive their first paycheck late. County of Riverside pay date cutoff times may cause first pay checks to require that some days of pay be paid in the next pay cycle. For example, the first paycheck may include 15 days of work (one day carried over from the prior pay period) for employees who started on the 14<sup>th</sup> day of the pay period when initially starting employment. TAP recruiters and department payroll representatives will be able to provide more information to employees regarding whether the first paycheck will be delayed to the next pay cycle.

## **Year End W-2's**

Active employees can elect to receive an electronic W-2 via their Employee Self Service account. Prior year W-2's will also be available in Employee Self Service accounts.

Upon termination, Employee Self Service accounts are disabled. Please refer to the When Your Employment Ends section of this handbook for more information about your Employee Self Service Account after termination of your employment with TAP.

## **Federal and State Taxes**

Employee's elections on the Form W-4 (Employee Withholding Allowance Certificate) determine both federal and state withholdings. Employees who prefer state withholding amounts other than those specified on Form W-4, must complete a DE-4 Form.

New employees submit an initial W-4 (and DE4 Form as applicable) during TAP Orientation. Employees who need to change W-4 withholding amounts after TAP Orientation, may make changes through their Employee Self Service Account.

Employees who need to change DE-4 Form withholding amounts after TAP Orientation, may obtain the form on the Auditor Controller's website at [www.auditorcontroller.org](http://www.auditorcontroller.org) by navigating to the Payroll Division. DE-4 Forms should be sent to the Auditor Controller Payroll Division.

# UNDERSTANDING YOUR PAY & TIMEKEEPING PROCEDURES

## *Timekeeping and Timesheets*

Temporary employees sent on assignment are required to keep a record of hours worked on assignment for timekeeping purposes. Employees will not be paid without supervisory approval of their time worked on an assignment each period.

## *Timesheets*

The Temporary Assignment Program publishes a timesheet template on the HR Department's website. TAP employees may access this document at [www.rc-hr.org](http://www.rc-hr.org). TAP employees must use this timesheet template for all hours worked on assignment.

Timesheets for TAP employees must be submitted to assignment supervisors for approval. Assignment supervisors then submit timesheets to their department payroll representatives for entry in the County's payroll system. TAP employees with questions on their paycheck related to timekeeping while assignment should contact the department payroll representative in the department where they were/are assigned. All other inquiries related to pay rates, eligibility for bilingual pay, dates of employment, etc., should be directed to the TAP office.

At the end of an assignment, timesheets accounting for all work performed to the end of the assignment must be submitted to the supervisor of the temporary worker's assignment for signature.

## *Shift Differentials*

TAP employees on assignment with departments that work beyond normal business hours are eligible for shift differential. TAP employees are eligible for the following differentials only:

- Shift differential Z01 for hours worked from 6:00pm until 11:00pm; or if starting work after 1:00pm, shift differential Z01 for hours worked from 3:00pm until 11:00pm.
- Shift differential Z02 for hours worked from 11:00pm to 7:00am.

The eligibility criteria and reporting procedures are described on the timesheet document.

## **Payroll Calendar**

The County of Riverside has established pay periods of 14 days each, that begin on Thursday and end two weeks later on Wednesday.

TAP employees are paid on a biweekly basis, every other Wednesday, for the pay period that ended 14-days prior. There is a 14-day delay between the close of the pay period and the payday for that pay period. The County of Riverside's payroll calendar can be found on the Auditor/Controller's website (payroll tab) at: [www.auditorcontroller.org](http://www.auditorcontroller.org).

## **Timesheet Due Date**

Timesheets are due immediately following the close of the pay period on the Wednesday in which the pay period closes. Earlier dates may be required during pay period where County-Observed holidays occur. It is important to submit timesheets on time each pay period. Missing or late timesheets will result in missed or delayed paychecks. TAP employees who are away from work on the date the pay period ends must make arrangements with assignment supervisors to submit their reported time during absences. It is every employee's responsibility to ensure timesheets are submitted on time each pay period.

Timesheets will not be processed for payment without the signature of an authorized assignment supervisor.

## **Timesheet Errors**

If a timesheet needs to be changed after it has been submitted, employees should submit a corrected timesheet clearly marked "REVISED TIMESHEET" for pay period where the correction is required. Employees should submit the corrected timesheet to their department payroll representative. Revised timesheets also require the signature of an authorized assignment supervisor in order to be processed for payment.

## RETIREMENT: SOCIAL SECURITY, THE TEMPORARY/PART-TIME EMPLOYEES' RETIREMENT PLAN, AND CALPERS

Deductions/contributions for Social Security, the Temporary/Part-Time Employees' Retirement Plan, and the California Public Employee Retirement System (CalPERS) generally depend on the number of hours a Temporary Assistant works in the fiscal year. For the first 1,000 hours of work in a fiscal year, the employee is enrolled in and contributes to the County Temporary/Part-Time Employees' Retirement Plan, which is a 401(a) defined benefit pension plan. The County also contributes to the 401(a) on behalf of the employee. During this time neither the employee nor the County pays into Social Security, and the employee is not enrolled in CalPERS. After 1,000 hours of work in any fiscal year, the employee and County stop contributing to the 401(a) and begin to pay into Social Security. The employee is also enrolled in CalPERS and begins to make contributions. For the percentage of pay contributed/deducted, see the table below:

<b>Retirement Contributions/Deductions</b> (Percentage of Pay)		
	<b>1000 Hours or Less Worked</b>	<b>More Than 1000 Hours Worked</b>
401(a)	3.75%	N/A
CalPERS	N/A	6.5%
Social Security	N/A	6.2%
Medicare	1.45%	1.45%
Total	5.2%	15.65%

\*These deductions are in addition to State and Federal withholding (per your W-4 and DE-4).

Employees who previously became members of CalPERS – whether through previous employment with TAP, the County, or another CalPERS agency – pay into CalPERS and Social Security from the first day of their employment. Employees filling an assignment that is planned to exceed 1,000 hours also pay into CalPERS and Social Security from the first day of employment. Employees who are retired with CalPERS and drawing a pension do not pay into Social Security, CalPERS, or the 401(a), but these retirees cannot work more than 960 hours in a fiscal year.

### Credit Union

TAP employees are eligible for membership in the Altura Credit Union. For more information and a listing of Altura Credit Union locations throughout Riverside County, please visit the Credit Union's website at [www.alturacu.com](http://www.alturacu.com) or call (888) 883-7228.

All County of Riverside employees are encouraged to participate in Rideshare. Rideshare offers a variety of services such as vanpools and carpool matching. Preferred parking is available at some facilities for those who carpool. Additional information is available through the Rideshare office by calling (951) 955-1118.

## **Medical Benefits**

As a County of Riverside Temporary or Per Diem employee, you are eligible to enroll in medical coverage under our Exclusive Care Exclusive Provider Organization (EPO) plan, with no waiting period. Take advantage of this initial opportunity to elect coverage for yourself and your eligible family members. Your initial eligibility period is within the first 60 days of your employment. Eligible employees include your spouse/registered domestic partner and your natural or stepchildren who are under age 26; children of whom you have legal custody or guardianship under age 26; and eligible dependents who are over age 26 who are incapable to self-care. Complete details describing dependent eligibility and documentation requirements are available on the Benefits website at <http://benefits.hr.com>.

For details about the Exclusive Care plan benefits, visit the Exclusive care website at [www.exclusivecare.com](http://www.exclusivecare.com), or call Member Services at (800) 962-1133.

## **State Disability Insurance**

The County of Riverside does not pay into State Disability Insurance (SDI), and therefore its employees are not eligible to receive SDI benefits. If you should become disabled while working for TAP, you may have eligibility for SDI based on work you performed with another employer. You should consult with SDI to obtain further information on filing a claim and determining your eligibility for benefits if you become disabled.

## **Work Related Injury or Illness**

If you should be injured on the job while on an assignment, you should **immediately** notify your assignment supervisor or a member of management in the department in which you are assigned **and** the TAP office. If you are disabled by an occupational injury, the TAP office will work to identify possible assignments where you may work within your work restrictions, if applicable.

If your injury or illness developed gradually (like tendinitis or hearing loss), report it as soon as you learn or believe it was caused by your job. Reporting promptly helps avoid problems and delays in receiving workers' compensation benefits.

Employees may contact the Workers' Compensation Division of the Human Resources Department for questions or information regarding a previously reported injury. The Workers' Compensation Division can be reached at (951) 955-3530.

## ***Disability Accommodations***

The County of Riverside does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. It is committed to ensuring that its programs, services, and activities are fully accessible to and usable by people with disabilities. If you should need accommodations for a disability, please contact your TAP recruiter to discuss options for accommodations.

## ***Pregnancy Disability***

TAP employees who become disabled by pregnancy should contact their TAP recruiter to discuss options for accommodations.

## ***Leaves of Absence***

TAP employees who need to take a leave of absence for personal reasons or medical reasons related to their own health condition or the health condition of a family member, should contact the TAP office to discuss options and obtain information on how to apply for a leave of absence.

## ***Bereavement Leave***

TAP employees can take bereavement leave for the death of a spouse, child, parent, sibling, grandparent, grandchild, or domestic partner. TAP employees are entitled to use up to three (3) days of sick time and two (2) days of unpaid time off.

## ***Discounts***

Employee discounts are offered to County of Riverside employees via the terms set by the companies offering the discount. Generally, vendors ask for "employee" status without differentiating whether employees are temporary/regular/seasonal/per Diem with the County. TAP employees are encouraged to inquire with the vendor directly.

Employees may access information about the current discounts at [www.rc-hr.com](http://www.rc-hr.com).

## **Employee Assistance Program (EAP)**

The County of Riverside realizes that one's mental wellbeing is crucial to living a full and happy life. With today's stressors, whether it be at work or in our personal lives, life can sometimes become overwhelming.

All TAP employees and their household members will have access to Anthem Employee Assistance Program, 24/7, 365 days a year – Unlimited access to telephonic guidance, consultation, referral, and support services. To reach Anthem's EAP please call (833) 954-1067

## **SPECIAL RULES FOR CALPERS RETIREES**

### **Retirement/California Public Employees Retirement System**

Many retired County employees return to temporary work through TAP. Retirees who work more than 960 hours in a fiscal year (July 1 – June 30) will jeopardize their CalPERS retirement benefits. TAP monitors employee hours and will notify retirees and assignment supervisors when hours worked approaches 960. Retirees are also obligated to monitor their own hours of work to ensure they are not working more than 960 hours in a fiscal year.

At TAP's discretion, pre-employment testing may be waived for retirees returning to work in temporary assignments similar to classifications held during the course of their employment with the County of Riverside.

Please refer to CalPERS Publication 33, "Employment After Retirement," for more information about restrictions on CalPERS retirees. A copy of this document is available on the CalPERS website.

For additional questions regarding CalPERS, call (888) 225-7377, or visit their website at [www.calpers.ca.gov](http://www.calpers.ca.gov).

For other questions regarding County of Riverside retirement-related concerns, please call the Benefits information line at (951) 955-4981.

# SPECIAL PROVISIONS FOR COMMISSION AND ADVISORY GROUP MEMBERS APPOINTED BY THE BOARD OF SUPERVISORS

The Board of Supervisors of the County of Riverside has the authority to appoint members of the public to serve on commissions and advisory groups related to a variety of matters in the county – Commission and Advisory Group Members are appointed without competition by the appointing authority and employed through the Temporary Assignment Program. **Employment is at-will to the appointing authority and the Temporary Assignment Program.**

## Compensation

Commission and Advisory Group Members employed by TAP receive no hourly compensation but may be eligible for stipends or other payments as established by their appointing commission or advisory group. These stipends and other payments are subject to withholding taxes and employment taxes as required by the Internal Revenue Service.

## Forms

Claims for stipends and or other eligible expenses must be submitted on General Form 14 for Commission and Advisory Group Members. Commission and Advisory Group Members should obtain this form from the TAP website.

## Pre-Employment

The Human Resources Director of the County of Riverside has waived the customary TAP requirement for pre-employment physical examinations for Commission and Advisory Group Members employed by TAP.

However, Commission and Advisory Group Members are required to submit to a pre-employment LiveScan check as required by Board Policy C-33, Background Check Policy.

## CalPERS Exemption

The Commission and Advisory Group Members are exempt from California Public Employees Retirement System (CalPERS) membership for employment related to their commission or advisory group membership.

## **401(a) Part-Time & Temporary Employees' Retirement Plan**

Commission and Advisory Group Members contribute to the County's 401(a) Part-Time & Temporary Employees' Retirement Plan. The 401(a) is a defined benefit pension plan in lieu of Social Security. Employees contribute to the 401(a) plan and the County contributes to the plan on behalf of the employees. Please refer to the section describing the County's 401(a) plan in this handbook.

## **Benefits**

Commission and Advisory Group Members are not eligible for health, dental, vision, or other benefits to their employment with the Temporary Assignment Program.

Commission and Advisory Group Members are not eligible for the Board of Supervisors dependent-only Exclusive Care plan provided to Temporary Assistants employed through TAP.

# SPECIAL PROVISIONS FOR STUDENT INTERNS

## ***Student Interns***

The County of Riverside employs student interns for a variety of internship opportunities throughout the County. Please visit the **Education Support Program** at [www.esp.rc-hr.com](http://www.esp.rc-hr.com) for more information. You can access the Education Support Program's handbook (Policies and Procedures) under the APPLY tab.

## OTHER COUNTY INFORMATION

### ***Applying for Jobs with the County of Riverside***

Job Gateway is the County of Riverside's online application system. Applicants may view all current job postings, apply for job openings, and view current and past applications.

Employees access Job Gateway using People Soft Employee Self Service. Employees already use ESS to view paychecks and W-2s. Refer to the Careers page [www.rc-hr.com/Careers/HowtoApply.aspx](http://www.rc-hr.com/Careers/HowtoApply.aspx) for "First-Time Login Instructions." If you are unable to login or reset your password, contact the RCIT Help Desk at (951) 955-9900.

### ***Parking***

Parking is available at all County of Riverside facilities, but spaces may be limited at some locations. Some facilities provide for unrestricted parking of employees and the public. Certain facilities require placards or employee parking stickers on vehicles to park in designated areas. Your TAP recruiter will advise you if a parking permit is required at the location of your assignment.

### ***Temporary Parking Placard/Employee Parking Stickers***

Temporary Parking Placards are available until employees are issued an employee number. Upon receipt of an employee number, employees can obtain an Employee Parking Sticker from the Economic Development Agency's Facilities Management Division.

Please be aware that parking placards and employee parking stickers must be placed on the dashboard of your car, making sure the placard/sticker is visible to parking patrol.

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[Employee Handbook](#)

Temporary Parking Placards are issued on a monthly basis and the color and expiration dates of these permits change every month. Be aware that you must get a new Temporary Parking Placard at the end of each month.

Do not park in public parking once you have received an Employee Parking Sticker, or you will receive a ticket.

Stickers issued to employees of the County of Riverside must be surrendered upon termination of your employment from the County of Riverside.

## **Parking Tickets**

TAP cannot reverse or reimburse any charges for parking tickets. Please park your vehicle in accordance with parking regulations. Parking tickets incurred in county vehicles driven by TAP employees are the responsibility of the employee to which the vehicle was assigned and will not be paid by TAP.

# IMPORTANT COUNTY OF RIVERSIDE POLICIES

## County of Riverside Policies

TAP employees are expected to review, understand, and comply with all policies set by the Board of Supervisor. These policies include:

- Board Policy A-49 Customer Satisfaction
- Board Policy A-50 Electronic Media Use
- Board Policy A-58 Information Security
- Board Policy B-23 Health Privacy and Security
- Board Policy C-10 Alcohol and Drug Abuse
- Board Policy C-25 Harassment Policy and Complaint Procedure
- Board Policy C-27 Workplace Violence, Threats and Securities
- Board Policy C-35 Standards of Ethical Conduct to Address Fraud, Waste and Abuse
- Code of Ethics

Please review each of these policies by accessing them on the Human Resources website [www.rc-hr.com](http://www.rc-hr.com).

## Department/Agency Policies

The Board of Supervisors sets County-Wide policies that pertain to all employees. Departments and Agencies have authority to establish policies on a department or agency-wide basis. Upon assignment, Temporary Assistants are encouraged to discuss with their assignment supervisors any department-level policies that will impact their work.

## Smoking

Smoking in County facilities is prohibited by law. Employees should reference Board Policy A-23, Non-Smoking Policy, for more information. Smoking is permitted in designated outdoor areas only during your break or lunch period.

## DRESS CODE

The County of Riverside does not adhere to a single standardized dress code, but instead dress codes are set within departments where employees work. Most employees of the County interact with the public seeking services or are visible to the public in the jobs they perform; therefore, employees should always strive to reflect professionalism in the clothes that they wear to work. Certain departments have dress codes designed to protect the health and safety of employees, and therefore must be adhered to by staff. The Human Resources Department's Temporary Assignment Program requires that its employees dress appropriately and in a manner that is suited to the nature of the work being performed in the department of assignment.

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## Uniforms

Some departments in the County require uniforms. If you are assigned to a department where uniforms are worn, contact your assignment supervisor for further instructions on obtaining a uniform. Uniforms are the property of the County and must be returned upon completion of an assignment.

## Summer Dress Code

Temporary Assistants employed by TAP are representatives of the Human Resources Department. As such, the Human Resources Department sets standards for temporary employees such that they must wear attire that is clean and modest, and practice proper personal hygiene and grooming. Temporary staff must not display **visible tattoos or multiple piercings must not wear t-shirts/sweatshirts with inappropriate advertisements, logos or sayings. Employees on assignment may be sent home without pay to comply with the dress code standards in which they are employed.**

During the summer months, typically between the Memorial Day and Labor Day holidays, some departments relax formal dress code standards to provide flexibility during hot summer weather. Adoption of summer dress programs vary in departments throughout the County, and further information should be obtained from the departments where assigned.

For more information, temporary staff should consult with their assignment supervisor regarding the standards in place or uniform requirements in the department in which they are assigned.

## WHEN YOUR EMPLOYMENT WITH TAP ENDS

### Assignment

The Temporary Assignment Program recruits for a variety of positions to meet the needs of more than 40 departments and agencies in the County of Riverside. Candidates who are interested and available to continue working after an assignment ends should contact TAP recruiting staff to inquire about availability of assignments. TAP makes no guarantees or commitments of providing continuous work and eligibility for subsequent assignments is contingent on satisfactory performance of past assignments.

Temporary Assistants who remain on the TAP payroll in an unpaid status for 90 days without an assignment will be terminated. No wages or other compensation is paid to TAP employees when they are on the payroll without an assignment.

### Final Paycheck

As a local government entity, the County of Riverside is exempt from Section 201 of the California Labor Code, which requires immediate payment of final wages upon termination. Your final paycheck will be issued on the scheduled pay date closest to your release or assignment end date.

## Verification of Employment

The County of Riverside has joined The Work Number to provide verification of employment and income for current and former employees. The Work Number can be used anytime, anywhere, and is available 24 hours a day, seven days a week. Contact The Work Number at (800) 367-2884 or [www.theworknumber.com](http://www.theworknumber.com) for more details.

The County of Riverside's Employer Code is 12421.

New TAP employees requiring confirmation of employment which cannot be obtained from The Work Number should contact the Temporary Assignment Program (951) 955-9178 for further directions on how to obtain an immediate verification.

## CalPERS

For more information regarding your CalPERS retirement account (if applicable) to your TAP employment after termination, please contact the Benefits Information Line at (951) 955-9481. You may also contact CalPERS ([www.calpers.ca.gov](http://www.calpers.ca.gov)) for more information.

## 401(a) Part-Time & Temporary Employees' Retirement Plan

If you terminate employment with the County of Riverside, and the present value of your accrued retirement benefits (this is not your contribution amount) is less than \$5,000.00, you can either receive lump sum payment of or roll over into another retirement account the current value of your retirement benefit. Current retirement value is generally 2% of your total base compensation earned during participation in the plan.

If the amount of your accrued retirement benefit is over \$5,000, you will receive a monthly benefit at age 65.

If you die before your retirement benefits begin, your beneficiary will be entitled to receive a lump sum payment of your employee contributions plus any accumulated interest.

For any questions, or additional information regarding this retirement plan, please contact the Benefits Hotline at (951) 955-4981.

## Unemployment Insurance

After completion of an assignment with any temporary service employer, temporary employees may wish to file for unemployment insurance (UI) benefits. Eligibility for

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unemployment insurance benefits is determined by the Employment Development Department (EDD) and therefore former TAP employees with questions regarding a UI claim should contact EDD. Please visit the EDD website at: [www.edd.ca.gov](http://www.edd.ca.gov).

Upon termination of County of Riverside employment, Employee Self Service accounts are inactivated. You will not be able to access your account following the effective date of your termination from TAP. After termination, copies of past pay advices and W-2 forms must be obtained from the Auditor/Controller's office. Please visit the Auditor Controller's website at: [www.auditorcontroller.org](http://www.auditorcontroller.org).

## **W-2s**

Upon termination, employees who have elected to receive electronic W-2 documents in their Employee Self Service Accounts will receive their W-2 documents by mail. If you do not receive a W-2, please contact the Auditor Controller's office to obtain copies.

## **Update Your Mailing Address with TAP**

Following termination of your employment from TAP, it is important to keep your address up to date so you will receive correspondence and W-2 documents in a timely manner.

## **IMPORTANT TELEPHONE NUMBERS, ADDRESSES, AND WEBSITES**

### **Riverside County Human Resources Department**

Riverside County Human Resources Department  
4080 Lemon Street  
P.O. Box 1569  
Riverside, CA 92502-1569  
Telephone: (951) 955-3500  
Website: [www.rc-hr.com](http://www.rc-hr.com)

### **Temporary Assignment Program**

Riverside County Human Resources Department  
Temporary Assignment Program  
3450 14<sup>th</sup> Street, 2<sup>nd</sup> Floor  
Riverside, CA 92501

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Telephone: (951) 955-9178

Fax: (951) 955-0044

Email: [TAP@rivco.org](mailto:TAP@rivco.org)

Website: [www.rc-hr.com](http://www.rc-hr.com) click on About Us; HR Divisions; Temporary Assignment Program (TAP).

## **Benefits Division (401(a) Information)**

County of Riverside Human Resources Department

Benefits Division

4080 Lemon Street, 1<sup>st</sup> Floor

Riverside, CA 92502

Website: [www.benefits.rc-hr.com](http://www.benefits.rc-hr.com)

Email: [Benefits@rivco.org](mailto:Benefits@rivco.org)

## **Occupational Health Division Offices**

County of Riverside Human Resources Department

Occupational Health

14375 Nason Street, Suite 101

Moreno Valley, CA 92555

Telephone: (951) 486-4546

Fax: (951) 486-4295

## **Workers Compensation Division**

Riverside County Human Resources Department

Workers Compensation Division

Email: [workcomp@rivco.org](mailto:workcomp@rivco.org)

Telephone: (951) 955-5864

## **Auditor – Controller – Payroll Division**

### **Physical Address:**

County Administration Center

4080 Lemon Street, 3<sup>rd</sup> Floor, Room 144

Riverside, CA 92502

### **Mailing Address:**

Riverside County Auditor-Controller

Attn: Payroll Division

PO Box 1326

Riverside, CA 92502-1326

Main Phone: (951) 955-3810

Fax: (951) 955-3814

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Garnishment Line: (951) 955-3818  
W-2 Line: (951) 955-3815  
Email: [aco\\_payroll@rivco.org](mailto:aco_payroll@rivco.org)  
Website: [auditorcontroller.org](http://auditorcontroller.org)

## **California Public Employees Retirement System (CalPERS)**

Website: [calpers.ca.gov](http://calpers.ca.gov)  
Telephone: (888) CalPERS or 1-888-225-7377