

IDENTIFICATION BADGE POLICY

PURPOSE: The purpose of the **Identification Badge Policy** is:

- To enhance the County's mission of providing high quality public service
- To provide standards and requirements for the display of identification
- To provide a consistent method of identification
- To provide an additional means of establishing a safe work place for employees
- To provide a safe environment for the public to conduct business

SCOPE: This policy applies to all County employees, volunteers and members of the public while on County property, and/or while conducting County business in the community.

POLICY STATEMENT: It is the policy of Clackamas County that employees and the public be provided with the highest quality public service in the safest possible environment while conducting business. To that end all persons working or conducting business on County property and/or in the community will adhere to the following identification standards.

PROCEDURES:

- Unless approved by the County Administrator or Elected Official or their designee occupying a building not shared by any other department, all County employees and volunteers are required to display identification provided by the County.
- All employees will display photo ID at all times while at a County facility. Requests for exemption to this requirement shall be made to the County Administrator or Elected Official or their designee. Consideration may be given to offices where there is no contact with the public. However, in any case, badges shall be obtained and used when visiting other departments and offices.
- Employees should wear their photo ID when hosting or appearing at County functions or community events, especially if it is important to draw attention to the County's participation or attendance. Employees may use judgment in deciding whether to wear their photo ID while conducting official business that is not on County property if anonymity is a consideration.
- Badges will be provided by the County and will include a photo of the employee, the employee's name, and the department/division in which the employee works. (see exceptions section)
- Badges shall be worn using a breakaway lanyard unless there is a safety concern, i.e. a concern that wearing something that hangs loosely might get caught in machinery, in which case a clip-on type is acceptable.
- Employees shall surrender ID to their supervisor upon termination of employment, or when requested.
- Lost or misplaced ID is to be immediately reported to the employee's supervisor. A temporary ID will be issued. Replacement ID will be issued as necessary and a record of the lost ID noted.

- Staff observing persons in confidential areas without ID will, at their discretion:
 - Approach the person to determine their status, or
 - Immediately report the person to a supervisor, or
 - Initiate a request for emergency services personnel (call 9-911).
- Each department shall conduct an annual audit of their recordkeeping to ensure the integrity of the policy and system.

Volunteers:

- Volunteers shall be issued “Volunteer” ID that should be displayed at all times while at a County facility.
- These cards shall use a different colored background than employee cards.
- The word “VOLUNTEER” shall be displayed in bold, colored print. There may be some volunteer categories that should have specific designations written on the badge, e.g. within the Citizen Core Council; C.E.R.T., Medical Reserve Corp., etc.

Visitors:

- People who are not employees of the County but are engaged in work activities at County facilities are required to sign in at the front desk or department reception area and will display a County issued visitor ID, regardless of whether they wear other employer issued ID. In facilities where it is impractical to provide badges to visitors because of the nature of the business, (for example, Milwaukie Center, where visitors and volunteers come and go constantly and without supervision) changes may be made to these procedures in order to balance practicality with security. Any changes must be approved by the County Administrator or designee, or Elected Official, as mentioned above.
- Visitors to County facilities must be escorted by an employee when in employee office areas unless given authorization by the employee they are there to see. Visitor badges will be provided and will be valid only for the sign-in date. Badges are not needed in customer service areas or rooms and restrooms located in public access areas.

PROCESS:

Person Responsible	Step	Procedure
Department Contact or Supervisor	(1)	Provides a Clackamas County Photo ID Card Application to the employee/person for the reasons listed above. Also notes the employee’s/person’s status: new, temporary, contractor, intern, etc.
Employee	(2)	Completes Photo ID Card Authorization Form (Attachment A of Policy) and returns it to Supervisor for date and signature.
Supervisor	(3)	Checks form for complete information, signs and dates form. Returns form to employee and directs employee to (specific department contact) to schedule time of picture taking.
Department Contact	(4)	Arranges time and date for picture with Department of Employee Services photographer and employee.
Employee	(5)	Takes form to picture-taking location (DES).
Photographer	(6)	Takes picture of employee, creates ID Badge and issues badge to employee
Photographer	(7)	Files form with DES to document date picture was taken.
Photographer	(8)	Enters date picture was taken/badge issued and type of badge issued in employee’s PeopleSoft record.

The process for badge **replacements** is slightly different. Please see below.

Person Responsible	Step	Procedure
Employee	(1)	Contact Kathy Evatt in DES by email at: kathyeva@co.clackamas.or.us and request a replacement ID badge (a new picture is not required).. A new Photo ID Authorization is completed indicating "Replacement" by checking that box on the form.
Kathy Evatt	(2)	Upon receipt of the Photo ID Authorization form, creates ID badge using a photo on file and sends to the employee
Department PA Contact	(3)	Distributes replacement ID badge to employee

The cost of replacing Photo ID cards will be borne by each department.

EXCEPTIONS:

Employees who have safety/privacy concerns can choose to use their first initial of last name only and/or first name only on the card. In departments where additional confidentiality concerns exist, a Department Director or Elected Official can approve to have no name, or "job title only", on the card.

There may be reasons for additional job related symbols (e.g., First Aid, CPR, Employee of the Month, etc.) to be added to the ID cards. This is acceptable, provided they meet the following criteria:

- a) The addition must be approved by their manager as to appropriateness and compliance with other policies, etc.
- b) It may not obstruct the photograph, name, or information on the card, or interfere with the ability to plainly see the photo and card information.
- c) There can be no more than three additional symbols.

Exceptions to this policy may be granted by the County Administrator or designee in departments where uniforms showing the employee's name and department are required (e.g. Sheriff Office, Facilities Maintenance).

THE CARD:

The Photo Identification Card is a credit card size PVC plastic card with a video/photo image of the employee and information on the front. This card will replace badges already in use unless they are already in this format.

Card Front:

County Seal or approved dept. logo (when needed to identify a uniqueness, e.g. Housing Authority)

Employee Photo

Employee Name (see exceptions)

Department Name

Card Back:

Text: IF FOUND, DROP IN ANY MAILBOX
RETURN POSTAGE GUARANTEED BY:
CLACKAMAS COUNTY FACILITIES
MANAGEMENT
PO BOX 958
OREGON CITY OR 97045

OTHER:

An instruction sheet that explains the purpose and appropriate use of Photo ID cards will be provided to employees with each card issued. A copy of this instruction sheet is attached as ATTACHMENT A.

The cost of providing Photo ID cards will be borne by each department based on the number of cards issued. The Clackamas County Department of Employee Services will provide the equipment and personnel to process the cards. Departments are responsible to schedule their employees and, upon request, reimburse the Employee Services Department for supplies.

CONTACT:

For further direction regarding this policy or clarification of it, please contact Dwayne Kroening, Risk Manager, at (503) 655-8576.

INTERNET LINKS

County Ordinance (<http://www.clackamas.us/docs/code/title2.pdf>)

Keeping Clackamas County buildings and our work areas safe and secure is a team effort. Wearing your Photo ID badge properly helps improve safety and security for you and your co-workers.

**CLACKAMAS COUNTY REQUIRES EMPLOYEES TO WEAR A PHOTO ID BADGE
AT ALL TIMES WHILE AT WORK IN DESIGNATED COUNTY FACILITIES**

Instructions For Use of Identification Badges:

- Wear your Photo ID badge while at work in County facilities or on County business, unless exception granted.
- Wear your Photo ID badge in plain view, above your waist, so it is observable under normal conditions.
- Do not lend your Photo ID badge to any other person for any reason.
- Report a lost Photo ID badge to your supervisor immediately.
- Return found Photo ID badges to your supervisor immediately.
- A Photo ID Authorization Form is required for a new or replacement badge.
- If you leave County employment, transfer to a different department, or begin an extended leave of absence, return your Photo ID badge to your supervisor or manager.
- You must surrender your Photo ID badge to your supervisor or manager upon request.
- Do not alter the Photo ID badge or apply adornments, except as permitted by this policy. The information and photograph cannot be obstructed.

Photo ID badges provide a visible means of identification for County employees and help us know who belongs in a non-public access work area and who does not. County employees may politely challenge people who are not wearing an employee or visitor ID badge by saying “May I help you?” or “Do you need help?”

SECURE AREA ACCESS CARDS

Certain County facilities (Court and Jail Facilities) require special security considerations, and as a result a County ID card will not allow access without following the security protocols in place for any person entering such places (i.e. walk-through metal detector, x-ray inspection of parcels and bags, specialized background checks, etc.). These locations are designated as Secure Areas.

People assigned to work in Secure Areas, or persons with a special need for access may obtain permission to bypass certain security measures from their Supervisor and the designated responsible party for each area (i.e. Sheriff’s Civil Manager for Court facilities, and Sheriff’s Jail Manager for Jail facilities). Permission shall be noted on the PHOTO ID AUTHORIZATION FORM (ATTACHMENT A-1) under the SECURE AREA ACCESS CARD section. The employee’s immediate supervisor, after verifying a need to bypass security screening, will indicate with a check mark which area(s) a Secure Area Access card is requested for, and initial next to the box. Those forms will then be forwarded to the responsible party for the applicable area(s).

If approved, the responsible party will complete the authorization and return it to the employee to complete the process for issuance of the card. Secure Area Access Cards are issued in addition to County ID cards. This card allows access to particular Secure Areas, and does **not** function as County ID. Secure Area Access Card holders are still subject to regular security measures as deemed necessary for each Secure Area (i.e. spot ID checks, regular access requirements such as entry screening during times of increased/special security concerns, etc.). Secure Area Access Cards can be denied and/or revoked at the discretion of the designated responsible party for each area.

These cards shall be clearly identifiable as a Secure Area Access Card, with the lower half Red in color, a letter designating which Secure Area(s) the card grants access to, the Photo, name and Department/Division of the card holder.

In addition to the "Instructions For Use of Identification Badges" (ATTACHMENT A), Secure Area Access Cards have the following additional instructions:

- Wear your Restricted Area Access Card when gaining access to or while in a Secure Area (as designated by the responsible party for the facility) even if County ID is not required.
- Exceptions to wear may be granted by individual Department/Division heads once inside private work areas (i.e. Courthouse Secure Area Access Cards are required to bypass the Courthouse Entrance Screening procedures, but the District Attorney's Office may elect to not display Secure Area Access Cards once inside their office within the Courthouse facility).
- When required to be worn, Secure Area Access Cards shall be in view in front of (if worn with) any other ID badge(s).
- No additional adornment(s) may be placed on the Secure Area Access Card.

PHOTO ID AUTHORIZATION FORM

Application Date: _____

(Check One)

Employee Name: _____
Last First M.I.

Current Employee: Initial Badge

New Employee

Replacement Badge

Name Change

Reinstatement

Transfer

Correction

Building Access

Entire Name Okay First Name & Last Initial Only

First Name Only

Name on badge you wish to be called by if different than above: _____

Department/Division: _____

Supervisor's Name: _____ Telephone: _____

Supervisor's Signature: _____

SECURE AREA ACCESS CARD

Full legal name (if different than above): _____

DOB: _____

Authorization for a Secure Area Access Card is granted for the following area(s):

Court Facilities Supervisor's Initials _____ Approved by Sheriff's Civil Manager (print & sign):

Jail Supervisor's Initials _____ Approved by Sheriff's Jail Manager (print & sign):

-----For Data Entry Use Only-----

Date Card Issued: _____ Employee ID #: _____

Notes:

