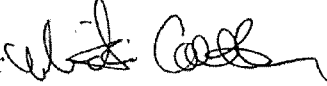




MEMORANDUM

DATE: September 15, 2009
TO: Board and Commission Members
FROM: Micki Callahan, Human Resources Director 
SUBJECT: **Mandatory Harassment Prevention Training**

California Government Code Section 12950.1 (AB1825) requires employers with 50 or more employees to provide harassment prevention training of at least two (2) hours in duration to supervisors. Training may be delivered in a classroom setting, or by another effective interactive training method. The law also requires that newly hired or promoted supervisors must receive training within six (6) months of assuming their supervisory position, and that supervisors must complete harassment prevention training every two (2) years.

A "supervisor" is defined as "any individual, having the authority, in the interest of the employer, to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward, or discipline other employees, or the responsibility to direct them, or to adjust their grievances, or effectively to recommend that action, if, in connection with the foregoing, the exercise of that authority is not of a merely routine or clerical nature, but requires the use of independent judgment." It has been determined that Board and Commission members meet this definition and therefore are required to complete this training requirement.

This year is a "compliance year." All supervisors, managers and members of Boards and Commissions **must complete the training by December 31, 2009**. This deadline was established by the California Department of Fair Employment and Housing Commission in its regulations.

The Department of Human Resources (DHR) is pleased to announce that it has once again contracted with Brightline Compliance, LLC to provide a web-based training program that complies with AB1825. The Brightline program is available now. The program will be administered by both DHR and each City Department. Although the mandated time for the program is a minimum of two (2) hours, individuals should allocate approximately two and one-half (2-1/2) to three (3) hours to complete the Brightline program.

Accessing the Brightline Training Program

To launch the training program, please see the enclosed attachment "Access to Brightline's Preventing Workplace Harassment, California Supervisors, 3rd Edition," Attachment A. To log into the course, you will need your **DSW (Disaster Service Worker) ID number** which is printed on the back of your City-issued photo ID card. If you do not know your DSW ID number, please contact the Department connected to your Board or Commission and they can look up the number. Alternatively, you may contact the

following individuals in the DHR EEO Division: Svetlana Vaksberg at 551-8926, Janie White at 551-8903, or Linda Simon at 557-4837, for assistance or questions.

When you complete the course, you will be able to print a certificate of completion. The Department connected to your Board or Commission may ask you to provide a copy of the certificate.

Access to Computers

With the implementation of the Brightline program, there is obviously a need for Board and Commission members to have access to computers to participate in the training. If you do not have your own computer, contact the Department connected to your Board or Commission and make arrangements for computer access to complete the training. Additionally, there are certain computer requirements which are listed in the "Frequently Asked Questions and System Requirements," Attachment B.

Attached with this memorandum are the following documents:

- A. "Access to Brightline's Preventing Workplace Harassment, California Supervisors, 3rd Edition;"
- B. "Frequently Asked Questions and System Requirements;" and
- C. "Helpful Hints."

If you should have any other questions, please contact Linda Simon at linda.simon@sfgov.org.

**CITY AND COUNTY OF SAN FRANCISCO
MANDATORY HARASSMENT PREVENTION TRAINING**

Access to Brightline's Preventing Workplace Harassment, California Supervisors, 3rd Edition

Getting Started

Before entering the course, *be sure to turn off any pop-up blockers* that you may have installed on your computer. Pop-up blockers can interfere with the proper operation of the course. (If you do not turn off your pop-up blocker, be sure that you know how to override it when necessary. You can temporarily override many pop-up blockers by holding down the "control" key when you click on a button or link that opens a pop-up). It also is a good idea to close any other open programs.

To enter the course, hold down the control key on your keyboard while clicking on the link below (Ctrl-click) or open your internet browser and copy it into the browser's address field:

<https://secure.brightlinecompliance.com/ondemand/cosf.html>

Logging In to Brightline

Your username is your DSW ID number

Your password is your last name (use lower case letters)

Please note that the above account information is case-sensitive.
Enter the username and password into the fields and select "Login".

Accessing Your Course

Once you have logged in, you are directed to the Welcome page. Please select the "View My Courses" button to access the Home Page. Launch the course "**Preventing Workplace Harassment -- California Supervisors' 3rd Edition -- City of San Francisco.**"

Exiting and Re-Entering the Course

We encourage you to take the course straight through. If necessary, however, you can exit the course using the **EXIT BUTTON ("X")** on the course screen, top right, and your place will be saved. Do not close the LMS window to exit the course. If you exit the course correctly, when you return, you will be taken to the section where you left off.

If, at any point, you'd like to see where you are in the course and what you have already completed, click on the "Features" tab (at the bottom of the screen) and then click on "Status." You will see a set of boxes representing each page of the course. A highlighted grid over the page number indicates the pages that you have completed. To go back to a section of the course, just click on the page number.

Certificate of Completion

At the end of the course, print out a Certificate of Completion, sign it, and give it to your Department to have it placed in your personnel file.

For Assistance

Brightline can not assist you until you are successfully logged into the program. If you cannot log into the Brightline program, you should contact your Department Coordinator or Human Resources staff, or the following individuals in the DHR EEO Division: Svetlana Vaksberg at 551-8926, Janie White at 551-8903, or Linda Simon at 557-4837, for assistance or questions.

If supervisors have any other difficulties or questions with the course, they should call Brightline at **1-800-331-7924** or use the on-site "Help" link.

ATTACHMENT A

FREQUENTLY ASKED QUESTIONS

When can a new supervisor take the training?

According to the law, a new supervisor must be trained within six (6) months of assuming his/her position.

How does a supervisor begin the course?

The supervisor should type or paste in the URL in his/her browser the following:

<https://secure.brightlinecompliance.com/ondemand/cosf.html> which will bring him/her to the Brightline log-in page. The supervisor will register for the training with his/her log-in identification, which is his/her Disaster Service Worker (DSW) number, which is a 5-digit number located on the back of the DSW Identification card, and password (last name, typed in lower case).

What if a supervisor is not able to complete the training at one time?

The training does not need to be completed at one time. The Brightline program will bookmark the supervisor's place in the course and will allow the supervisor to continue the course at that specific location. The Brightline program will track the accumulated time in which the supervisor participates in the training to ensure that each supervisor engages in at least two (2) hours of interactive training.

How does the supervisor get a certificate of completion?

Upon completion of the course, the program will give the supervisor the ability to print a Certificate of Completion for his/her personnel file.

What if the supervisor has a specific question regarding the content of the training?

The supervisor may anonymously submit a question online, which will be sent to DHR's Equal Employment Opportunity Division. To submit a question, click on "Features" and then "Q&A." An answer will be posted within two (2) business days.

How does the Department know if a supervisor has completed the training?

DHR has a number of PeopleSoft queries to allow a Department to run several reports – (1) list of supervisors who have completed the training; (2) list of supervisors who should receive training, but have not yet been trained (newly-appointed supervisors); and (3) a list of supervisors who began the Brightline training, but have not completed the training.

Can the supervisor take the training at home?

The Brightline program is available through the internet. This decision to allow supervisors to take the training at home is up to the discretion of the Department. Be aware of issues such as allowing release time to complete the training and/or the authorization of overtime compensation.

ATTACHMENT B

What if the supervisor does not have a computer?

Each Department must provide access to some computers to its supervisors to complete the training. On a limited basis, DHR will provide classroom training on an as-needed basis. The cost of this training will be \$50.00 per supervisor.

What if the supervisor doesn't have a sound card or headset?

It is preferable to have a sound card or headset. However, the training can still be taken by reading a text file on the screens.

Who can the supervisor call with questions or help?

Brightline can not assist supervisors until they are successfully logged into the program. If supervisors cannot log into the Brightline program, they should contact their Department Coordinator or Human Resources staff, or the following individuals in the DHR EEO Division: Svetlana Vaksberg at 551-8926, Janie White at 551-8903, or Linda Simon at 557-4837, for assistance or questions.

If supervisors have any other difficulties or questions with the course, they should call Brightline at **1-800-331-7924** or use the on-site "Help" link.

SYSTEM REQUIREMENTS

Computer

PC: Pentium II 400 MHz or higher
64 MB of RAM or higher
Sound card with speakers or headphones (recommended)
Operating System: Windows 95, 98, 2000, NT (SP4 or 6), XP

Apple: G3, 300MHz or higher
64 MB of RAM or higher
Sound card with speakers or headphones (recommended)
Operating System: Mac OS 9.1, 9.2, 10.1+

Display Settings

800X600 minimum screen resolution

Web Browser

Windows (PC):

Internet Explorer version 5.0 or higher
Netscape Navigator version 6.0 or higher
Firefox version 1.5 or higher

Mac OS (Apple):

Netscape Navigator version 6.0 or higher
Safari version 1.3 or 2.0

With latest free of charge security and other patches applied.

Web Browser Settings

Macromedia Flash Player version 7 or higher installed
Adobe Acrobat Reader installed
JavaScript enabled
Pop-up blockers disabled
Cookies enabled

Internet Connection

Any "high speed" Internet connection (e.g. DSL, Cable, T1)
56k dial-up modem with at least 36K actual connection speed

ATTACHMENT B

HELPFUL HINTS

HINT 1: If the webpage is stuck and the trainee cannot proceed to the next page, the trainee should clear the internet cache on the computer.

Instruction on clearing internet cache:

- While in Internet Explorer
- Go to Tools, then to Internet Options
- In the “General” tab, go to Temporary Internet Files
- Click on “Delete Cookies” – Delete all cookies in the Temporary Internet Files – Click on OK
- Click on “Delete Files” – Delete all files in the Temporary Internet Files – Click on OK
- Click on “Settings” – Make sure Every Visit to the Page is checked – Click on OK
- Then click on OK to exit out.

HINT 2: The City’s internet bandwidth is presently at capacity. As a result, there may be delays in downloading the streaming of the video vignettes in the training. Therefore, we suggest:

- Supervisors take the course in the early part of the morning or later in the afternoon when the internet usage is less busy
- Stagger the training time
- Supervisors should not keep the course running if they leave their computer for more than a few minutes