



DIRECTOR INFORMATION for  
GENERAL BOARD MEETING  
October 12, 2021

Redmond Area Park and Recreation District  
465 SW Rimrock Dr  
PO BOX 843  
Redmond, OR 97756  
Administrative office phone – 541-548-7275

## **BOARD OF DIRECTORS**

Mercedes Bostick-Cook, Director  
Ed Danielson, Director  
Matt Gilman, Director  
Zack Harmon, Director  
Kevin Scoggin, Director

## **RAPRD STAFF LEADERSHIP TEAM**

Katie Hammer, Executive Director  
Mike Elam, Recreation Manager  
Jessica Rowan, Aquatic Director  
Margaret Maffai, Development Director  
Vicki Osbon, Administrative Services Manager

## TABLE OF CONTENTS

General Board Meeting Agenda .....	pg 4
August 10, 2021 General Board Meeting Minutes.....	pg 5
Financial:	
September 2021 Financial Summary .....	pg 9
Action Agenda Items:	
Memorandum of Understanding between RAPRD and Redmond Senior Center.....	pg 13
Information System and Acceptable Use Policies .....	pg 18
Discussion Items:	



Redmond Area Park and Recreation District  
465 SW Rimrock Way  
Redmond Oregon 97756  
541-548-7275  
[www.raprd.org](http://www.raprd.org)

## GENERAL BOARD MEETING AGENDA

October 12, 2021

7:30am

Meeting Location: 465 SW Rimrock Way, Redmond, OR 97756

The meeting will also be available virtually at:

<https://global.gotomeeting.com/join/112502397>

### AGENDA

**1. Call to Order**

Adjustments to the Agenda

**2. Communications** (Comments by Citizens are Limited to 3 Minutes)

**3. Consent Agenda**

Approval of the General Board Meeting Minutes from August 10, 2021

Acknowledgement of Receipt of October Financial Summary

**4. Action Agenda Items**

Approval of Memorandum of Understanding between RAPRD and Redmond Senior Center

Approval of Information System and Acceptable Use Policies

**5. Discussion Items**

Recreation Facility Planning

2021 Goal Update

- Teen Programming Partnership

**6. Public Comments**

**7. Board/Staff Comments**

**8. Adjournment**

Public Comments will be taken during the meeting. Those wishing to speak should sign up on the sheet provided. Comments by citizens are limited to five minutes. **Speakers will be called in order of sign up. Our meetings are recorded.** Accessibility requests must be made to Administrative Services Manager, Vicki Osbon at 541-548-7275 or by email at [vicki.osbon@raprd.org](mailto:vicki.osbon@raprd.org) at least 72 hours prior to any public meeting. **This is a no-smoking facility.**



Redmond Area Park and Recreation District  
465 SW Rimrock Way  
Redmond Oregon 97756  
541-548-7275  
[www.raprd.org](http://www.raprd.org)

**REDMOND AREA PARK AND RECREATION DISTRICT  
BOARD OF DIRECTORS  
Minutes of General Meeting**

A general meeting of the Board of Directors of the Redmond Area Park and Recreation District convened at the Pleasant Ridge Community Hall 7067 SW Canal BLVD, Redmond, Oregon, August 10, 2021 at 7:30am.

**Attendance:**

Directors Present:

Matt Gilman  
Zack Harmon  
Ed Danielson  
Mercedes Cook-Bostick

Directors Absent: Kevin Scoggin

Staff:

Katie Hammer, Executive Director  
Jessica Rowan, Aquatic Director  
Mike Elam, Recreation Manager  
Vicki Osbon, Administrative Services Manager

Media: None

Public: None

**GENERAL MEETING:**

**1. Call to Order:**

Matt Gilman called the meeting to order at 7:30am

**Adjustments to the Agenda: None**

**2. Communications: None**

**3. Consent Agenda:**

Approval of the General Board Meeting Minutes from July 13, 2021; Acknowledgment of Receipt of July 2021 Financial Summary:

Zack Harmon made a motion to approve the consent agenda. Ed Danielson seconded the motion. Motion passed unanimously.

**4. Action Agenda Items: None**

**5. Discussion Items:**

Board Goals Progress Update:

Katie Hammer said the board goals are in timeline order. The aquatic janitorial piece is finished. She also said that the district's online presence has improved. She said that the district is ahead of schedule on improving current partnerships and has been working on our partnership with the Senior Center. All paint night classes will be held there, and all fitness classes currently being held at the Activity Center will begin being held at the Senior Center in September. Katie also spoke about our partnership with REACH. We have been working on adding STEM there on Saturdays to offset bringing in reception staff at the Activity Center and partnering for long term use of facilities.

Katie said that she participated in a 2-day mission and vision process with the school district last week as well. She said overall we are making great progress on partnerships. Katie said we are also targeting a November 30 deadline for new registration software to be live.

Matt Gilman asked Katie Hammer if there were any news on the Tetherow Crossing house. Katie said that she has started a reengagement process with the architects.

Recreation Facility Planning:

Matt Gilman said that the friends of Redmond Recreation Group has been meeting once a month and they are significantly more organized. There has been an average of 10-15 people attending the meeting. He said that they plan to have listening groups and have developed about a dozen questions. Zack Harmon commented on contacting other youth athletic organizations to see if there is support there. Katie Hammer said that she would look through the outreach lists of groups and add youth sports groups that may not be on the list and add them. Matt said they are looking for volunteers to run listening sessions. Katie said that the goal of this group is to transition into a political action committee. She said that when the board votes to go out for bond will be when the transition occurs. Katie also said that one more board member can participate in the Friends of Redmond Group if they were interested.

Ed Danielson commented about any other groups going up for bond and Katie responded that the police department was going to, but it would happen before the district went out.

Zack also added that by the time the board does vote to go out for bond the political action committee will need to be in place and that if district employees want to participate, they can do so, but it must be on personal time.

Ed Danielson asked about the recreation building at the Activity Center. Katie responded that currently the district is planning on demolishing the building in early February, but REACH is exploring grant dollars and looking at options to possibly move the recreation building.

**6. Public Comments:** None

**7. Board Staff Comments:**

Mike Elam, Recreation Manager, talked about fall soccer registrations. He also said our sports coordinator just turned in his resignation. He said that it is exciting to have more kids. He said he is working with the school to use facilities for adult basketball. He has hired Teresa Brown as the new fitness coordinator. Teresa was previously a fitness instructor for us. He also said our sports coordinator just turned in his resignation.

Mercedes Bostick-Cook asked about the middle school soccer registrations. Mike Elam said registrations are down, but he will be doing another social media post.

Katie Hammer also commented that during the school district meeting she participated in last week, there were comments about a gap for middle school kids sports. Zack said that the school district ran free camps last week and the turnout was successful. Katie asked Mike to reach out to the school district and ask them to send out an email to the families to let them know about recreational middle school soccer.

Jessica Rowan, Aquatic Director, said that water polo is going to run and that the jamboree is going to happen. We have the largest jamboree in the state. Jessica said splash ball went well and it was the first attempt at running the kids program. RACE is also back up and running and competing again. She said heading into the school year we will have high school swim as well.

Matt Gilman asked about water fitness classes. Jessica Rowan said they are happening, but we have considerably less times because of staffing challenges.

Mercedes Bostick-Cook asked when fall programs would be open. Katie Hammer responded that staff are working on entering programs and its scheduled for August 30, but should be ready by next week. Zack Harmon asked if it has been a cost saving measure to not mail out the guide. Katie responded that it has been a cost saving measure but also it was due to the regular changes that occurred with programming due to COIVD regulations. Staff are considering continuing to not mailing, one out in the future and sending out a postcard to our community members letting them know our guide was available on our website. She said we are also hopeful to run basketball, but we are waiting to secure gym time.

**8. Adjournment:**

Matt Gilman adjourned the meeting at 8:22am

---

Board Chair, Matt Gilman

---

Recording Secretary, Vicki Osbon



Redmond Area Park and Recreation District  
Financial Summary  
**September 30, 2021**

**Summary**

September 30, 2021 is 25% of the 2021/2022 budget year.

**Financial Performance By Fund**

<b>General</b>			
Resources (% of 21/22 Budget)	5%	Resources change from FY 20/21	162%
Expenditures (% of 21/22 Budget)	16%	Expenses change from FY 20/21	14%

	YTD FY Sep 20/21	YTD FY Sep 21/22	2021/2022 YE Budget	% Current Budget	Target %
Resources (Income)	\$ 29,433	\$ 76,993	\$ 1,705,000	5%	2.0%
Personnel Services	\$ 83,830	\$ 89,117	\$ 401,750	22%	23.0%
Materials & Services	\$ 11,848	\$ 19,512	\$ 192,200	10%	12.0%
Debt Service	\$ -	\$ -	\$ 96,000	0%	0.0%
Capital Outlay	\$ -	\$ -	\$ -	0%	0.0%
Transfers & Contingency	\$ -	\$ -	\$ 1,020,000	0%	0.0%

<b>Aquatic</b>			
Resources(% of 21/22 Budget)	8%	Resources change from FY 20/21	188%
Expenditures (% of 21/22 Budget)	20%	Expenses change from FY 20/21	32%

	YTD FY Sep 20/21	YTD FY Sep 21/22	2021/2022 YE Budget	% Current Budget	Target %
Resources (Income)	\$ 27,112	\$ 78,015	\$ 934,500	8%	25.0%
Personnel Services	\$ 101,630	\$ 129,774	\$ 668,250	19%	22.0%
Materials & Services	\$ 21,280	\$ 32,734	\$ 186,000	18%	20.0%
Debt Service	\$ 17,899	\$ 17,899	\$ 35,800	50%	50.0%
Capital Outlay	\$ -	\$ 3,972	\$ 30,000	13%	10.0%

<b>Redmond Aquatic Club Eels (RACE)</b>			
Resources (% of 21/22 Budget)	1%	Resources change from FY 20/21	-86%
Expenditures(% of 21/22 Budget)	13%	Expenses change from FY 20/21	32%

	YTD FY Sep 20/21	YTD FY Sep 21/22	2021/2022 YE Budget	% Current Budget	Target %
Resources (Income)	\$ 7,605	\$ 1,096	\$ 75,700	1%	10.0%
Personnel Services	\$ 6,272	\$ 6,651	\$ 37,700	18%	15.0%
Materials & Services	\$ 1,116	\$ 3,102	\$ 36,200	9%	15.0%

### Financial Performance By Fund

Programs			
Resources (% of 21/22 Budget)	18%	Resources change from FY 20/21	369%
Expenditures (% of 21/22 Budget)	25%	Expenses change from FY 20/21	107%

	YTD FY Sep 20/21	YTD FY Sep 21/22	2021/2022 YE Budget	% Current Budget	Target %
Resources (Income)	\$ 15,429	\$ 72,377	\$ 400,950	18%	22.0%
Personnel Services	\$ 33,331	\$ 56,110	\$ 276,450	20%	20.0%
Materials & Services	\$ 14,991	\$ 43,719	\$ 121,750	36%	30.0%
Capital Outlay	\$ -	\$ -	\$ -	0%	0.0%

Activity Center			
Resources (% of 21/22 Budget)	4%	Resources change from FY 20/21	-19%
Expenditures (% of 21/22 Budget)	20%	Expenses change from FY 20/21	-6%

	YTD FY Sep 20/21	YTD FY Sep 21/22	2021/2022 YE Budget	% Current Budget	Target %
Resources (Income)	\$ 5,274	\$ 4,277	\$ 120,950	4%	25.0%
Personnel Services	\$ 18,306	\$ 14,555	\$ 68,000	21%	20.0%
Materials & Services	\$ 6,838	\$ 8,967	\$ 51,500	17%	18.0%
Capital Outlay	\$ -		\$ -	0%	0.0%

Parks			
Resources (% of 21/22 Budget)	23%	Resources change from FY 20/21	50%
Expenditures (% of 21/22 Budget)	18%	Expenses change from FY 20/21	16%

	YTD FY Sep 20/21	YTD FY Sep 21/22	2021/2022 YE Budget	% Current Budget	Target %
Resources (Income)	\$ 202	\$ 303	\$ 1,300	23%	24.0%
Personnel Services	\$ 27,016	\$ 29,138	\$ 135,500	22%	27.0%
Materials & Services	\$ 8,484	\$ 12,199	\$ 47,700	26%	24.0%
Capital Outlay	\$ -	\$ -	\$ 41,400	0%	3.0%

## Year to Date Comparison by Program Category

### YTD Detail

#### Property Tax Collections

FY 21/22 (Current)	-
<b>FY 21/22 (Budget, current yr)</b>	<b>1,615,000</b>
FY 20/21	-
FY 19/20	-
FY 18/19	-

### Resources/Expense Detail

#### Pool Activities

##### Pool Activities Resources

FY 21/22 (Current)	36,821
<b>FY 21/22 (Budget, current yr)</b>	<b>65,000</b>
FY 20/21	14,234
FY 19/20	25,921
FY 18/19	21,427

##### Pool Activities Expenses

FY 21/22 (Current)	4,516
<b>FY 21/22 (Budget, current yr)</b>	<b>14,000</b>
FY 20/21	1,512
FY 19/20	4,682
FY 18/19	4,449

#### Youth Sport Leagues

##### Youth Sports League Resources

FY 21/22 (Current)	35,306
<b>FY 21/22 (Budget, current yr)</b>	<b>88,000</b>
FY 20/21	7,868
FY 19/20	38,027
FY 18/19	37,403

##### Youth Sports League Expenses

FY 21/22 (Current)	16,313
<b>FY 21/22 (Budget, current yr)</b>	<b>59,000</b>
FY 20/21	1,762
FY 19/20	12,047
FY 18/19	16,488

Note: Youth Sports League include: Youth Soccer, Youth Basketball and LaCrosse

#### Enrichment Resources

##### Enrichment Resources

FY 21/22 (Current)	5,930
<b>FY 21/22 (Budget, current yr)</b>	<b>18,750</b>
FY 20/21	5,539
FY 19/20	7,110
FY 18/19	5,553

##### Enrichment Expenses

FY 21/22 (Current)	12,298
<b>FY 21/22 (Budget, current yr)</b>	<b>14,350</b>
FY 20/21	7,670
FY 19/20	23,711
FY 18/19	12,972

## Fitness

### Fitness Resources

FY 21/22 (Current)	1,092
<b>FY 21/22 (Budget, current yr)</b>	<b>35,000</b>
FY 20/21	4,021
FY 19/20	12,771
FY 18/19	9,948

### Fitness Expenses

FY 21/22 (Current)	537
<b>FY 21/22 (Budget, current yr)</b>	<b>7,000</b>
FY 20/21	171
FY 19/20	3,180
FY 18/19	1,848

Note: Fitness includes: Movement that Matters and Fitness classes held at the Activity Center.

## Adult Sport Leagues

### Adult Sport League Resources

FY 21/22 (Current)	0
<b>FY 21/22 (Budget, current yr)</b>	<b>14,500</b>
FY 20/21	0
FY 19/20	0
FY 18/19	300

### Adult Sport League Expenses

FY 21/22 (Current)	426
<b>FY 21/22 (Budget, current yr)</b>	<b>9,450</b>
FY 20/21	210
FY 19/20	490
FY 18/19	1,387

Note: Adult Sport Leagues include, Adult Softball and Adult Basketball.

Updated 10/4/2021

## ***RAPRD BOARD AGENDA COMMUNICATION***

---

**MEETING DATE:** October 12, 2021

**SUBJECT:** Memorandum of Understanding between RAPRD and Redmond Senior Center

**STAFF RESOURCE:** Katie Hammer, Executive Director

**BACKGROUND:**

The Redmond Senior Center is a community-based non-profit in Redmond which provides programs and services for the greater Redmond Community's older adults. RAPRD and the Redmond Senior Center have been in the process of developing a partnership to ensure that our community older adults have access to programs and activities.

The RAPRD Activity Center is closing December 31, 2021, due to the lease expiration of that facility in March 2022. RAPRD staff has developed a partnership with the Redmond Senior Center to use space at the Senior Center to allow for continuity of programs. Use of the senior center for group fitness and some of our current enrichment classes began Sept. 1, 2021.

The MOU in this packet details that relationship and sets room rental prices for RAPRD programs.

**RECOMMENDED ACTION:** Approve the MOU between RAPRD and the Redmond Senior Center.

# Memorandum of Understanding

Between

**Redmond Area Park and Recreation District (RAPRD)**

and

**Redmond Senior Center (RSC)**

---

This Memorandum of Understanding (MOU) is entered into by and between the Redmond Area Park and Recreation District (RAPRD), a tax funded agency providing park and recreation services and programs across the greater Redmond community's residents and, the Redmond Senior Center (RSC), a community-based non-profit organization providing programs and services for the greater Redmond community's older adults.

**A. Purpose.** The purpose of this MOU is to establish the terms and conditions under which RAPRD and RSC partner will meet and function to further develop, expand, and implement mutually beneficial programs and services for the greater Redmond.

The greater Redmond community's population is growing at unprecedented rates particularly among adults aged 50 and older which by 2025 is projected to be 35 percent of the area's population. This partnership provides opportunities for RAPRD and RSC to leverage their respective fiscal, human, and capital resources by expanding:

- Access to RAPRD recreation, healthy lifestyle, and enrichment programs at the RSC,
- The scope and scale of mutual programs and services for older adults and the greater Redmond community, and
- Fostering a sense of community among older adults, caregivers, service providers, and community partners to gather.

The terms of this MOU are not comprehensive and additional terms, including further potential development of additional programs and services, generation of additional resources, clarification of areas of responsibility, will be incorporated during quarterly reviews of this MOU.

**B. Roles and Responsibilities.**

**RAPRD agrees to:**

1. With RSC, jointly identify appropriate opportunities to review existing enrichment programs and services aligned with education/life skills, health, recreation, safety and security, and community stewardship and contingent upon availability of funds and personnel, jointly pursue expanding programs and services.

2. Quarterly, plan, develop, and coordinate programs, services, and activities for all age groups with particular attention on those aged 50 and older.
3. Quarterly, reach agreement with RSC on scheduling RAPRD proposed activities to be held at the Senior Center.
4. Quarterly, provide RSC with appropriate marketing information and materials related to scheduled programs and services.
5. Monthly, compensate RSC for room use at a rate to cover actual incurred costs.
6. Provide RSC with certificate of general liability insurance.
7. Follow RAPRD, RSC, and public policies and procedures aligned with delivering programs and services safely including all staff and volunteers associated with this MOU have passed legal background checks and Center for Disease Control and State of Oregon COVID/pandemic guidelines.

**RSC agrees to:**

1. With RAPRD, jointly identify appropriate opportunities to review existing enrichment programs and services aligned with education/life skills, health, recreation, safety and security, and community stewardship and contingent upon availability of funds and personnel, jointly pursue expanding programs and services.
2. Quarterly, plan, develop, and coordinate programs, services, and activities for all age groups with particular attention on those aged 50 and older.
3. Quarterly, confirm RAPRD programs and services scheduled at the RSC and provide marketing and communications through RSC channels.
4. Monthly, invoice RAPRD for room usage at actual incurred cost of operation including:
  - a. Fitness and aging adult programs and activities - \$10 per program hour per room and,
  - b. Enrichment programs for all ages - \$15 per program hour per room.
5. Follow RAPRD, RSC, and public policies and procedures aligned with delivering programs and services safely including all staff and volunteers associated with this MOU have passed legal background checks Center for Disease Control and State of Oregon COVID/pandemic guidelines.

**C. Reporting and MOU Requirements.**

1. Quarterly, RAPRD and RSC designated staff shall review this MOU and partnership addressing use of activity and meeting spaces, marketing practices, and any other issues pertaining to delivering quality programs and services.

2. Quarterly, RAPRD and RSC designated staff shall review existing programs and services to assure they meet needs and discuss potential new or expanded program and service needs. If additional funding is needed, expand programs and services, designated staff will explore potential funding sources and if appropriate identify and secure needed funding such as grants and/or donations.
3. Any modifications to this MOU shall be made in writing and shall be signed and dated by appropriate RAPRD and RSC representatives.
4. Either RAPRD or RSC may withdraw from this MOU after 60 days written notice.
5. Principal representatives for this MOU:

**Katie Hammer, Executive Director**

Redmond Area Park and Recreation District

Phone: 541.548.7275

Email: katie.hammer@raprd.org

**Jill Bowen, Operations Manager**

Redmond Senior Center

Phone: 541.548.6325

Email: Jill@redmondseiors.org

6. RAPRD and RSC Boards of Directors certify the individuals listed as principal contacts are authorized to carry out all matters described in this MOU.
7. The RAPRD and RSC shall manage their respective activities and resources (i.e., staff, volunteers, funds) in pursuing the objectives enumerated in this MOU.
8. In implementing this MOU, RAPRD and RSC will operate under applicable laws, regulations, and policies.
9. RAPRD and RSC will provide identified services subject to the availability of appropriated funds.
10. Nothing in this MOU authorizes the RAPRD to obligate or transfer funds. Specific projects or activities that involve the transfer of funds, services, or property between the RAPRD and RSC require execution of separate agreements and are contingent upon the availability of appropriated funds. These activities must be independently authorized. Negotiation, execution, and administration of these agreements must comply with all applicable law.
11. Nothing in this MOU is intended to alter, limit, or expand RAPRD's statutory and regulatory authority.
12. Nothing in this MOU restricts RAPRD or RSC from participating in similar activities with other public or private agencies, organizations, and individuals.
13. This MOU does not create any substantive or procedural rights that are enforceable at law or equity against the United States or its officers, agents, or employees.

**D. Timeframe.** This MOU will commence on September 1, 2021 and will dissolve at the end August 30, 2022.

Quarterly, designated staff will meet to address detail described in this MOU.



This Memorandum of Understanding is the complete agreement between RAPRD and RSC and may be amended only by written agreement signed by each of the principal representatives involved.

**Redmond Area Park and Recreation District**

Principal

Katie Hammer, Executive Director

Representative: \_\_\_\_\_

*Signature*

*Printed Name and Title*

Address: 465 SW Rimrock Way, Redmond, OR 97756

Phone: 541.548.7275

E-Mail Address: [katie.hammer@raprd.org](mailto:katie.hammer@raprd.org)

**Redmond Senior Center**

Principal

Jill Bowen, Operations Manager

Representative: \_\_\_\_\_

*Signature*

*Printed Name and Title*

Address: 325 NW Dogwood Ave, Redmond, OR 97756

Phone: 541.548.7275

E-Mail Address: [Jill@redmondseniors.org](mailto:Jill@redmondseniors.org)

*RAPRD BOARD AGENDA COMMUNICATION*

---

**MEETING DATE:** October 12, 2021

**SUBJECT:** Information System Security and Acceptable Use Policy

**STAFF RESOURCE:** Katie Hammer

**ACTION PROPOSED:** Approval of Policies

**BACKGROUND:**

Special District's Association of Oregon (SDAO) has an annual Best Practices program which focuses on a specific area to ensure that districts have policies in place and following recommended procedures. We can receive a discount of up to 10% on our General Liability Insurance Premium by participating in this program. The other items which contribute to the discount involves training and participating in professional organizations.

The 2021 focus is information system security. SDAO has recommended that each district adopt or update Information System Security and Acceptable Use policies. Included in your packet are the policies for you to consider approving at the October 12, 2021, board meeting.

**BUDGETARY IMPACT:** Reduction of insurance premiums. The 2021 discount was \$2,427.

**RECOMMENDED MOTION:** Motion to approve Information System Security and Acceptable Use Policies

# **Information Security Policy**

---

## **Introduction**

Redmond Area Park and Recreation District (RAPRD) seeks to ensure that appropriate measures are implemented to protect customer and employee personal and sensitive information. This Information Security Policy is designed to establish a foundation for an organizational culture of security.

The purpose of this policy is to clearly communicate the organizations security objectives and guidelines to minimize the risk of internal and external threats.

## **Compliance**

Non-compliance with this policy may pose risk to the organization; accordingly, compliance with this program is mandatory. Failure to comply may result in disciplinary action up to and including termination of employment or business relationships. Management reserves the right to monitor, consistent with applicable laws, all activities within their business environment. The organization will appropriately report violations of State and/or Federal laws and will cooperate with regulatory bodies and law enforcement agencies investigating such incidents.

## **Privileged Access**

Access to the organization's systems and applications above and beyond general user access shall be limited to the Executive Director or designee.

## **Data Backup & Recovery**

The organization will conduct regular backups of all critical business data. Full data backups will be performed on a weekly basis. Confirmation that backups were performed successfully will be conducted. Testing of cloud backups and restoration capability will be performed on a quarterly basis.

## **Multi-factor Authentication**

Multi-factor authentication will be utilized on all systems or services that are external to the organization. This includes email, VPN, and Software as a Service (SaaS).

## **Endpoint Protection**

All organization servers and workstations will utilize an endpoint protection tool to protect systems against malware and viruses.

## **Firewall with Security Services**

The organization will protect the corporate network from the Internet through the use of a firewall with Intrusion Prevention System (IPS) capability.

## **Email Security**

The organization will protect their email system by utilizing antivirus, antispam and anti-phishing technologies. The organization will also not utilize email to send or receive sensitive information.

## **Wireless**

The organization's wireless will be setup utilizing two separate SSID's one for organizationally owned devices and another for personal/ guest devices. The password for the corporate SSID will not be shared with end-users and only known by key personnel.

## **Email Phishing Exercises**

The organization will perform simulated phishing exercises used to test and educate users.

## **Security Awareness Training**

The organization's personnel are required to participate in security training in the following instances:

1. All new hires are required to complete security awareness training before being granted system access
2. A formal refresher training is conducted on an annual basis. All employees who have system access are required to participate in and complete this training.

## **Acceptable Use Policy**

The organization will require all users sign an acceptable use policy before accessing organizational resources. This policy governs the use of the company resources and covers a wide range of issues surrounding the rights, responsibilities, and privileges – as well as sanctions – connected with computer use.

## **Asset Management**

An inventory of all the organization's hardware and software will be maintained that documents the following:

- Employee in possession of the hardware or software
- Location of hardware or software
- Date of purchase
- Serial number
- Type of device and description

## **Patch Management**

All software and operating system updates and patches will be configured to automatically install. Periodic review will be conducted to ensure all updates and patches are applied to all devices.

## **Securing Remote Workers**

The organization requires all remote users to utilize company owned devices when working remotely.

## **Mobile Device Management (MDM)**

The organization will utilize a tool or service for the administration of mobile devices in the event the mobile device is used to access organizational information (this includes email).

## **Standard Configuration**

The organization will utilize a standard configuration for all endpoints, servers, network devices, mobile devices, and printers. Any changes to the standard configurations will be reviewed and approved by leadership.

## **Vulnerability Scanning**

The organization will ensure all critical external and internal resources have periodic vulnerability scans conducted on them to ensure they are properly configured and updated.

## **Incident Response**

The organization will utilize an incident response plan in the event of cyber related incident. This plan will include at the minimum:

- Essential contact for an incident response service provider, FBI, local law enforcement, cyber insurance company, legal counsel.
- Users roles and responsibilities.

- Schedule of regular testing of the incident response plan.

### **Auditing and Logging**

The organization will ensure proper logging is enabled on all critical resources. At a minimum the following events will be recorded:

- Invalid Login Attempts
- Creation of New User Accounts
- Escalation of User Privileges

# Acceptable Use Policy

---

## Purpose

The purpose of this policy is to outline the acceptable use of computer equipment, email, and internet access at RAPRD. These rules are in place to protect the employee and the company. Inappropriate use exposes the company to risks including virus attacks, compromises of network systems and services, and legal issues.

## Scope

This policy applies to both permanent and temporary employees of the organization. This policy applies to all equipment that is owned or leased by the company. This policy is a supplement to the RAPRD Communication and Information Security Policies.

## General Use

### IDs/Passwords:

Access to the organization's IT systems is controlled by the use of User IDs, passwords and/or tokens. All User IDs and passwords are to be uniquely assigned to named individuals and consequently, individuals are accountable for all actions on organization systems and services.

### Password Requirements:

- Minimum password length: 9
- Must have a combination of letters, numbers, and special characters.
- If possible, utilize a password manager to create (much stronger) and unique passwords for each service or account.

### Individuals must not:

- Allow anyone else to use their user ID/token and/or password on any organizational IT systems.
  - Exceptions to this must be approved by leadership.
- Leave their password unprotected (for example writing it down).
- Leave their user accounts logged in at an unattended and unlocked computer.
- Perform any unauthorized changes to the organization's IT systems or information.
- Attempt to access data that they are not authorized to use or access.
- Exceed the limits of their authorization or specific business need to interrogate the system or data.
- Connect any non-company authorized device to the organizations corporate network or IT systems.
- Insert unapproved media (CD, USB thumb drive, SD card) into corporate devices.
- Store organizational data on any non-authorized equipment, or personnel equipment.
- Give or transfer organizational data or software to any person or organization outside of the organization without the authority of leadership.

## Internet and Email Use

Use of the internet and email is intended for business use. Personal use is permitted where such use does not affect the individual's business performance, is not detrimental to the organization in any way, not in breach of any term and condition of employment and does not place the individual or organization in breach of statutory or other legal obligations.

All individuals are accountable for their actions on the internet and email systems.

### Individuals must not:

- Disclose employee, client, and other proprietary information which the employee has access.
- Use the internet or email for the purposes of harassment or abuse.

- Use profanity, obscenities, or derogatory remarks in communications.
- Access, download, send or receive any data (including images), which the organization considers offensive in any way, including sexually explicit, discriminatory, defamatory or libelous material.
- Use the internet or email to make personal gains or conduct a personal business.
- Use the internet or email to gamble.
- Use the email systems in a way that could affect its reliability or effectiveness, for example distributing chain letters or spam.
- Place any information on the Internet that relates to the organization, alter any information about it, or express any opinion about the organization, unless they are specifically authorized to do this.
- Send unprotected sensitive or confidential information externally.
- Forward organizational mail to personal non-organizational email accounts (for example a personal Gmail account).
- Make official commitments through the internet or email on behalf of the organization unless authorized to do so.
- Download copyrighted material such as music media (MP3) files, film and video files (not an exhaustive list) without appropriate approval.
- In any way infringe any copyright, database rights, trademarks or other intellectual property.
- Download any software from the internet without prior approval.
- Remove or disable anti-virus software.
- Use unauthorized services on the internet to store or transmit Personal Identifiable Information (PII). This includes (Dropbox, Google Drive, personal email accounts, etc.)

#### **Email:**

To avoid being a victim of malicious software or phishing attack remember:

- Never download or open attachments from unknown recipients.
- Hover over links to determine if the link is legitimate.
- If it's a specific account asking you to sign into an account don't click a link within the email visit the site directly to login.
- Verify sender. Sometimes the best way to do this is call the sender back to make sure they are the ones who initiated the email.
- Never provide personal information. Legitimate companies will never ask for you to provide personal information including passwords in an email.

#### **Clear Desk and Clear Screen**

In order to reduce the risk of unauthorized access or loss of information, the organization enforces a clear desk and screen policy as follows:

- Ensure there are no confidential documents in open view if absent from their desk for an extended period of time. This will help to ensure that confidential customer information is not inadvertently disclosed.
- Computers must be logged off/locked or protected with a screen locking mechanism controlled by a password when unattended.
- Ensure that paper-based information is appropriately monitored and protected.
- Ensure that all confidential documents are properly locked-up at the end of each business day. Appropriate methods to secure documents include utilizing locking filing cabinets or desk drawers, etc.
- All business-related printed matter must be disposed of using confidential waste bins or shredders.

### **Working Off-site**

It is accepted that laptops and mobile devices will be taken off-site. The following controls must be applied:

- Only equipment approved by the organization may be used to download personal information locally to the device.
- Equipment and media taken off-site must not be left unattended in public places and not left in sight in a car. Lock devices in the trunk out of sight while traveling.
- Laptops must be carried as hand luggage when traveling.
- When outside the office, computers must utilize the organization's VPN before connecting to corporate resources.

### **Mobile Devices**

- Mobile devices such as smartphones and tablets may be used but require approval.
- It is not permitted to save client information locally to a mobile device.
- Mobile devices need to be password protected and encrypted.

### **Mobile Storage Devices**

Mobile devices such as memory sticks, CDs, DVDs and removable hard drives must be used only in situations when network connectivity is unavailable or there is no other secure method of transferring data. Only authorized mobile storage devices with encryption enabled must be used, when transferring sensitive or confidential data.

### **Telephone Equipment Conditions of Use**

The use of organizational voice equipment is intended for business use. Personal use of voice equipment is allowed but should be limited. Individuals must not:

- Make hoax or threatening calls to internal or external destinations.
- Accept reverse charge calls from domestic or International operators, unless it is for business use.

### **Actions upon Termination**

All organizational equipment and data, for example laptops and mobile devices including telephones, smartphones, USB memory devices and CDs/DVDs, must be returned to the organization at termination.

All data or intellectual property developed or gained during the period of employment remains the property of RAPRD and must not be retained beyond termination or reused for any other purpose.

### **Monitoring and Filtering**

All data that is created and stored on organizationally owned computers and third-party vendor's systems is the property of RAPRD and there is no official provision for individual data privacy.

System logging will take place where appropriate, and investigations will be commenced where reasonable suspicion exists of a breach of this or any other policy. The organization has the right (under certain conditions) to monitor activity on its systems, including internet and email use, in order to ensure systems security and effective operation, and to protect against misuse.

It is your responsibility to report suspected breaches of security policy without delay to the Executive Director or Administrative Services Manager. All breaches of information security policies will be investigated. Where investigations reveal misconduct, disciplinary action may follow in line with the organization's disciplinary procedures.



## Signature

I have received a copy of the organization's Acceptable Use Policy. I have read and understand the policy.

---

(Print your name)

---

(Signature)

---

(Date)