

Congratulations on choosing to work as a Personal Support Worker (PSW) or Employer of Record (EOR)! Your work is incredibly important, and valued by so many, including clients, client families, community partners, and us here at Multnomah County Intellectual and Developmental Disabilities. This document describes what you can expect from us as your Case Management Entity (CME), as well as what we expect from you.

Our Mission: We commit to an equitable, accessible, inclusive and racially just community. We support quality of life and community inclusion by providing case management and support access to funded services. We strive to eliminate barriers to service delivery based on race, background or circumstance of every person we serve.

What you can expect from our office:

- Email, phone and scheduled in-person support
- Following required policies, including but not limited to: SEIU 503 Collective Bargaining Agreement (the contract between PSWs and the State of Oregon); Oregon Administrative Rules (OARs); State and County policy
- Professional courteous, respectful communication and behavior

Code of Conduct:

Multnomah County is committed to providing employees with a workplace that is free of harassment and creating and maintaining an environment in which each person is respected and valued. While we understand frustrating situations may arise during your time as a PSW or EOR, our teams are here to support you.

We expressly prohibit:

- Abusive Language Including Threats, Hate Speech and Slurs
- Yelling and Name Calling
- Sexual Harassment
- Physical Assault or any other Threatening Behaviors
- Bringing weapons to any Multnomah County Working Environments
- Property Destruction

These behaviors will not be tolerated during interactions with our staff, including in-person, on the phone, virtually, or in-writing.

We look forward to working with you. If you have questions or concerns, please connect with your Services Coordinator.