

ORANGE COUNTY PARKS & RECREATION

The Benefits of a New Employee Orientation Program

Welcome!



ORANGE COUNTY PARKS & RECREATION



WEAR LONG

Long Underwear



The Benefits of a New Employee Orientation Program Presentation Outline

- Benefits of a New Employee Orientation
- Welcoming New Employees
- Types of Orientation Programs
- What to include in your orientation program
- Who should conduct your orientation program?
- Orientation mistakes & how to avoid them
- Questions?



The Benefits of a New Employee Orientation Program

- How do you create a new employee orientation program?
 - Utilize the CAPRA Accreditation Standard 4.6-Orientation Program as a start
 - Illicit help from your HR representative
 - Have people help with great ideas to incorporate uniqueness and fun into your orientation program!



The Benefits of a New Employee Orientation Program

- Reduce anxiety for the new employee



- Reduce employee turnover/potential employee problems



Benefits of a New Employee Orientation Program

- Save time for Supervisors
 - Send an email to your supervisors about what the employee will be oriented on during orientation
 - Share with the supervisor what you will address with the employee before they arrive on site.



Welcoming New Employees!

- Welcome Letter (Before their start date via email or mail)
- Give the new employees a gift and incorporate the gift into your orientation

Turner, Audra

From: Vance, Theresa
Sent: Wednesday, July 22, 2015 10:05 AM
To: 'colonjoy@yahoo.com'
Cc: Smith, Sabrina J.; Harris, Richard; Turner, Audra
Subject: Welcome to Orange County-New Hire Orientation - Joel Colon
Attachments: Connections Welcome Letter Orientation.pdf

Dear Joel,

Re: Parks Specialist- Blanchard with Parks and Recreation Division Starting pay: \$11.70

Congratulations on your new career move! As discussed, this all-day event is held at Orange County Administration Building, 1st Floor (the far side of Lobby just past the Reception Desk), 201 South Rosalind Avenue Orlando, FL 32801 on Monday, August 03 2015 at 8:00 am for Connections. Please review the additional materials in preparation for orientation. Points to remember:

- ✓ Dress is business casual. No jeans, shorts, or flip flop sandals. You will have your picture taken for your employee ID badge.
- ✓ Valid photo identification. It is required to enter the building.
- ✓ Print and complete the attached letter and bring it with you.

On Tuesday, 08/04/2015 please report to Barnett Park located at 4801 W. Colonial Drive, Orlando, FL at 8:00 am to attend the Parks and Recreation orientation from 8:00 am - 5:00 pm. Please wear khaki pants and a polo shirt. You will get one hour for lunch to go out or stay in. For your convenience, we have a break room with microwaves.

The 2015 Wellness for Life handbook and benefits information is available on the Orange County website (www.orangecountyfl.net) for review but will also be discussed during orientation. If you have any additional questions, please feel free to contact me. Again, WELCOME ABOARD!



Welcoming New Employees!

Take their photo and email it to your entire Division with a small bio about the employee!

Please welcome Chelsea to the Orange County Parks and Recreation Family!



Chelsea Brooks
Fort Christmas, Recreation Leader

Chelsea was born in Orlando and raised in Christmas, where her family currently operates an alligator farm! In 2013, she placed 9th in the State for Girls weightlifting and volunteered at Fort Christmas previous to her employment. Chelsea loves being outdoors, fishing on the St. Johns River and spending quality time with family and friends.



Welcoming New Employees!

- Tour your parks and pick different types of parks!



Welcoming New Employees!

- Welcome Party!



Special Invitation to
a Meet and Greet
Breakfast with the
Program Managers

Third Thursday of
the Month; 10 a.m.



Types of New Employee Orientation Programs

- Government-County's Large New Employee Orientation
- Division/Department New Employee Orientation
- Job Specific Employee Orientation-New/Returning Employees



Types of New Employee Orientation Programs

- Division/Department New Employee Orientation
 - Introductions & Housekeeping
 - Agenda for the Day
 - History-Timeline of how your organization started
 - Overview-Highlight # of parks, employees, patrons/participants
 - Advertising/Marketing Campaign
 - Mission, Vision, Core Values
 - Introduction of your key players in your organization
 - Department Heads, Senior Management & Administrative Teams
 - Organizational Charts-add photos!



Types of New Employee Orientation Programs

- Division/Department New Employee Orientation
 - What makes you unique?
 - Comment Cards/Notes from patrons
 - Customer Service-Video or examples of customer service
 - Handle HR information not covered in County Orientation
 - Personal Data Forms, Payroll, HIPAA, Employee Performance
 - Computer-E-mail, calendar access and website
 - Risk Mgmt./Safety Trainings
 - Defensive Driving, Utility Cart Training



Types of New Employee Orientation Programs

- Division/Department New Employee Orientation
 - Important Division Guidelines/Procedures
 - Non-Smoking Guidelines
 - Dress Code/Uniform Guidelines
 - Media & Public Relations Guidelines
 - Accident/Incident Guidelines
 - Checklist
 - What was covered during orientation
 - Additional training that should occur at the site with the direct supervisor



Parks Supervisory Checklist

Copy of OC Parks Supervisory Training Checklist 7-21-15 Jasmine Hernandez - Microsoft Excel

OC Parks Supervisory Training Checklist

The following Need-to-Know topics should be taught with detail by the Site Supervisor or designee before a new staff member is assigned field responsibilities. This course is a serious investment in the success of the most important links in our leadership team and is not taken lightly. Expect to spend the first month of employment learning, exploring, and practicing. The intent is to provide adequate time away from the immediate demands of site and staff leadership for the staff member to develop the tools and knowledge of resources necessary to service both his/her customer and community. This list should be reviewed by Program Manager and Site Supervisor whenever there is a change in site

Training

Supervisor responsible for training: _____
 Manager responsible for training: _____

John Doe-ID#123456

| | I know where to find a hard copy and online source. | I have read and understand documents. | I have been taught how to use the information or resource. | Trainer |
|---|---|---------------------------------------|--|------------|
| History of OCPR | | | | AT 7/21/15 |
| Mission Vision / Core Values / 6 Basics of Customer Service | | | | AT 7/21/15 |
| Organization Chart / Div-Chain of Command / Dept / County | | | | AT 7/21/15 |
| Parks Attendance Policy | | | | AT 7/21/15 |
| Kronos Time Keeping Application | | | | AT 7/21/15 |
| Smoking Policy | | | | AT 7/21/15 |
| Personal Data Form | | | | AT 7/21/15 |

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Types of New Employee Orientation Programs

- Follow up e-mail to supervisors after orientation
 - What the employee was oriented on during orientation
 - Attach any pertinent documents that were completed during orientation
 - Important items they need to focus on when the employee arrives at their site
 - Revenue Training or POS Software Training
 - Site Specific Operations
 - Daily Logs, Programming
 - Obtaining keys for the site
 - Safety Trainings-First Aid/CPR certifications if necessary




Testimonial



Types of New Employee Orientation Programs

- Job Specific Employee Orientation-New/Returning Employees




You're invited!

Summer Camp Staff Orientation

SUMMER OF DREAMS


Friday, June 5, 2015 at Camp Joy
5303 Baptist Camp Road Apopka, FL 32712 • 407-254-1902

Check In 7:30am to 8:00am
Orientation will run until 4:00 pm





Don't Forget:

- Lunch, Snack, Drinks
- Towel and Sunscreen
- Wear Your Swimsuit under your Camp Scooter Uniform!



We embrace the power of diversity. Orange County Parks and Recreation does not discriminate against anyone on the basis of age, race, gender, national origin or disability. ANY SPECIAL NEEDS PLEASE CALL.

Types of New Employee Orientation Programs

- Job Specific Employee Orientation-New/Returning Employees
 - Mandatory
 - All supervisory camp staff must attend and participate-morale booster for employees



Types of New Employee Orientation Programs



Types of New Employee Orientation Programs

■ Job Specific Employee Orientation-New/Returning Employees

- Include important trainings
 - First Aid
 - Heat Illness
 - Water Safety
 - Manual Review





Types of New Employee Orientation Programs

- Job Specific Employee Orientation-New/Returning Employees
 - Address any last minute HR/missing documentation
 - Hands on learning- Treat your participants like they are campers!
 - Restroom Breaks
 - Head Counts
 - Incorporate a field trip



Types of New Employee Orientation Programs

- Job Specific Employee Orientation-New/Returning Employees
 - Additional hands on learning!
 - Games that they can play with the campers
 - Arts n Crafts!





Types of New Employee Orientation Programs

- Job Specific Employee Orientation-New/Returning Employees
 - Incorporate fun!





Types of New Employee Orientation Programs

| Friday 6/5/2015 | Stephanie Carman | Jose Charman | Wendy Genger | Mandy Page |
|-----------------|--|---|---|---|
| LEADS | Orto Vista Meadows Woods/Birch | Goldensrod Bear Creek Silver Star | Lockhart Brown South E Cox | Wilder St. St. Quince Canyon |
| 7:30-8:00 | Arrival/Check in/Paper work/Kronos(Games & Courtney playing music) | | | |
| 8:00-8:15 | Welcome/Introduction(s)(Stage) | Welcome/Introduction(s)(Stage) | Welcome/Introduction(s)(Stage) | Welcome/Introduction(s)(Stage) |
| 8:15-8:35 | Music & Dance Icebreaker (Stage) | Music & Dance Icebreaker (Stage) | Music & Dance Icebreaker (Stage) | Music & Dance Icebreaker (Stage) |
| 8:35-9:00 | Minute to Win It (Basketball Court) | Minute to Win It (Basketball Court) | Minute to Win It (Basketball Court) | Minute to Win It (Basketball Court) |
| 9:00-9:45 | AED/Heart Bleed/First Aid Safety (Pool Stage) | Manual Review (Paradise Hall) | Wacky Games & Transitions (Basketball Court) | Arts & Crafts (Garnett) |
| 9:45-10:30 | Manual Review (Paradise Hall) | Arts & Crafts (Garnett) | AED/Heart Bleed/First Aid Safety (Pool Stage) | Wacky Games & Transitions (Basketball Court) |
| 10:30-11:15 | Arts & Crafts (Garnett) | Wacky Games & Transitions (Basketball Court) | Manual Review (Paradise Hall) | AED/Heart Bleed/First Aid Safety (Pool Stage) |
| 11:15-12:00 | Wacky Games & Transitions (Basketball Court) | AED/Heart Bleed/First Aid Safety (Pool Stage) | Arts & Crafts (Garnett) | Manual Review (Paradise Hall) |
| 12:00-1:00 | Lunch | Lunch | Lunch | Lunch |
| 1:00-1:30 | Team Activity | Team Activity | Team Activity | Team Activity |
| 1:30-2:00 | Transition to Kelly Park | Transition to Kelly Park | Transition to Kelly Park | Transition to Kelly Park |
| 2:00-4:30 | Kelly Park | Kelly Park | Kelly Park | Kelly Park |
| 4:30 | Closing/Departure | Closing/Departure | Closing/Departure | Closing/Departure |
| 5:00 | Arrive back on site to clock out | | | |



Testimonial



Who Should Conduct Your Orientations?

- Employees who convey a great first impression!
- Professional
- Witty
- FRIENDLY!
- Employees who can answer questions about your organization
- Varying work experience in your organization



Orientation Mistakes-How To Avoid Them

- Overwhelming them with boring and tedious information
- Only filling out paperwork during the orientation
- A uninteresting presentation
- Staying indoors all day
- Not taking away anything from the orientation



Orientation Mistakes-How to Avoid Them

- Incorporate videos and photos in your presentation
- Incorporate a fun activity!
 - This activity can also help you see how much they grasped from the orientation



Parks & Recreation Orientation Activity





The Benefits of a New Employee Orientation



The Benefits of a New Employee Orientation



AUDRA TURNER, CPRP
Program Manager

Orange County Parks and Recreation Division
Barnett Park
4801 West Colonial Drive
Orlando, Florida 32808

407-836-6259 • Fax: 407-296-5159
Email: Audra.Turner@ocfl.net



ORANGE COUNTY GOVERNMENT, FLORIDA

PARKS & RECREATION ORIENTATION ACTIVITY

❖ Do You Remember?

1. Parks offers a variety of programs to the community. Can you remember three?

2. We have five camping park sites. Can you remember two?

3. There were multiple posters in the “It Starts in Parks” advertising program. Can you name one of them:

4. Which one is the acronym for our Department? OCCRAP DOG CEDS

5. Who is the Parks’ Division Manager? Matt Suedmeyer Kyle Kent Jon Weiss

6. What is the name of this park?

7. Five of our gyms are affiliated with what sports organization?

8. What are our Division-wide meetings called? All Hands All Staff All Parks

9. What is the name of the time keeping system used for payroll?

10. What is the union organization associated with our Division?

11. OCPR has a park which caters to horses? True or False

12. Name one of the Six Basics of Customer Service? (See card.)



❖ Scavenger Hunt

Can you find the following items? All items are hidden “in plain sight” in the common areas on the 2nd floor. Good News! In this hunt, you can keep the items found. 😊

★ Health & Wellness Pamphlet or Brochure

★ United States Snake ID Card

★ OC Parks & Recreation Pen

<SEE REVERSE>

❖ **Guess Who?**

You've been introduced to the faces. Now, let's take a peak at some of their personalities. You can tell a lot about a person by the personal items they keep in their office. Take a stroll and see if you can identify which coworker is giving you a peak at their personality with the following items. **It will not be necessary to enter offices/cubicles. All items are visible from the hall/doorway.** Be sure to say "Hello" and introduce yourself as our newest member of Parks & Recreation! ☺

| | | | | |
|---|--|--|--|--|
|  <p>Orange Dice</p> <hr/> |  <p>Banner</p> <hr/> |  <p>Poster</p> <hr/> |  <p>Chili Cook-Off Winner</p> <p>Wooden Spoon</p> <hr/> |  <p>Sombrero Hat</p> <hr/> |
|---|--|--|--|--|

<SEE REVERSE>

OC Parks Supervisory Training Checklist

The following Need-to-Know topics should be taught with detail by the Site Supervisor or designee before a new staff member is assigned field responsibilities. This course is a serious investment in the success of the most important links in our leadership team and is not taken lightly. Expect to spend the first month of employment learning, exploring, and practicing. The intent is to provide adequate time away from the immediate demands of site and staff leadership for the staff member to develop the tools and knowledge of resources necessary to service both his/her customer and community. This list should be reviewed by Program Manager and Site Supervisor whenever there is a change in site responsibilities or Program Manager.

Training

Employee Name-ID#

Supervisor responsible for training: _____

Manager responsible for training: _____

| Who Receives Training | Where They Receive Training | Who Administers Training | | I know where to find a hard copy and online source. | I have read and understand documents. | I have been taught how to use the information or resource. | Trainer |
|-----------------------|-----------------------------|--------------------------|---|---|---------------------------------------|--|---------|
| ALL | NEO | | History of OCPR | | | | |
| ALL | NEO | | Mission Vision Core Values / 6 Basics of Customer Service | | | | 0 |
| ALL | NEO | | Organization Chart / Div-Chain of Command / Dept / County | | | | 0 |
| ALL | NEO | | Parks Attendance Policy | | | | 0 |
| ALL | NEO | | Kronos Time Keeping Application | | | | 0 |
| ALL | NEO | | Smoking Policy | | | | 0 |
| ALL | NEO | | Personal Data Form | | | | 0 |
| ALL | NEO | | Dress Code and Uniform Guidelines | | | | 0 |
| ALL | NEO | | New Hire Photo to CES- P&R | | | | 0 |
| ALL | NEO | | Defensive Driving Registration | | | | 0 |
| ALL | NEO | | E-mail Access | | | | 0 |
| ALL | NEO | | Comment Cards / Quota / Response | | | | 0 |
| ALL | NEO | | LIUNA -(Seniority, Callback, Out of Class) | | | | 0 |
| ALL | NEO | | Performance Evaluation, Probation Evaluation and Job Expectations | | | | 0 |
| ALL | NEO | | Alternative Community Service Program | | | | 0 |
| ALL | NEO | | Accreditation | | | | 0 |
| ALL | NEO | | Pickle Video | | | | 0 |
| ALL | NEO | | Fitness Centers-Membership | | | | 0 |
| ALL | NEO | | ISS Information Service & Support | | | | 0 |
| ALL | NEO | | Outlook Calendar Setup-Shared Calend and Email Signature | | | | 0 |
| ALL | NEO | | Utility Golf Cart Training | | | | 0 |
| ALL | NEO | | Recycling Guideline | | | | 0 |
| ALL | NEO | | HIPPA Training | | | | 0 |
| ALL | NEO-PARK ADMIN. | SS-PM | Division Operational Guidelines | | | | 0 |
| ALL | NEO-SITE | SS-PM | Accident/Incident Reporting | | | | 0 |

| | | | | | | | |
|-----|-------------|-----------|---|--|--|--|---|
| ALL | NEO-SITE | SS-PM | Required Training and Certifications | | | | 0 |
| ALL | NEO-SITE | SS-PM | Business Cards | | | | 0 |
| ALL | NEO-SITE | SS-PM | Parks Advisory Board -Faces, Names and Aides -District Map Communication guidelines | | | | 0 |
| ALL | PARK ADMIN. | SS-PM | Park/Section Organization Chart-Chain of Command | | | | |
| ALL | PARK ADMIN. | SS-PM | Meetings | | | | |
| ALL | PARK ADMIN. | SS-PM | BCC Tour/Fleet | | | | |
| ALL | PARK ADMIN. | SS-PM | Camping Guidelines & Procedures and Revenue Collection | | | | |
| ALL | PARK ADMIN. | SS-PM | OC Youth Policy Manual/ Training/DOC. | | | | |
| ALL | PARK ADMIN. | SS-PM | Instructor Agreements | | | | |
| ALL | PARK ADMIN. | SS-PM | League Agreements | | | | |
| ALL | PARK ADMIN. | BSM/SS/PM | Purchasing Procedure- P-Card, Purchase Orders, Term Contracts-Intro at site level | | | | |
| ALL | PARK ADMIN. | BSM/SS/PM | Revenue Collection - Core Business Processes-Intro at site Level | | | | |
| ALL | OC GOV'T. | BSM/SS/PM | Accepting Bank Cards - Bank Card Program Guide-Intro at sitelevel | | | | |
| ALL | SITE | SS-PM | OC Critical Response Action Plan | | | | |
| ALL | SITE | SS-PM | Marketing/Graphics/ Special Event/Support Services | | | | |
| ALL | SITE | SS-PM | Job Cards/ Assignments for Staff | | | | |
| ALL | SITE | SS-PM | Job Descriptions | | | | |
| ALL | SITE | SS-PM | Staff Scheduling/ Supervisor Schedules | | | | |
| ALL | SITE | SS-BSA | Rec Ware Training | | | | |
| ALL | SITE | SS-PM | Outlook Calendar use-Shared Calendar-ROM, Insurance, Instructors, Staff, FRS | | | | |
| ALL | SITE | SS-PM | Fleet- Interaction, Log, Fuel, Maintenance, Inspection | | | | |
| ALL | SITE | SS-PM | Administration Phone (Voicemail) | | | | |
| ALL | SITE | SS-PM | Cell Phone (programming) policy & Two-Way Radios | | | | |
| ALL | SITE | SS-PM | Fee Schedule | | | | |
| ALL | SITE | SS-PM | Program Proposals/Surveys | | | | |
| ALL | SITE | SS-PM | Facilities Management - Matrix/ Superintendent | | | | |
| ALL | SITE | SS-PM | BLR Online Safety Training | | | | |
| SS | PARK ADMIN. | PM | Casual & FRS Requirements | | | | |
| SS | PARK ADMIN. | PM | Contracts & Concessions Agreements | | | | |
| SS | PARK ADMIN. | SS-PM | Law enforcement (Emergency & non- emergency) | | | | |
| SS | PARK ADMIN. | SS-PM | Animal Services Issues & Contact | | | | |
| SS | PARK ADMIN. | SS-PM | Access Keys. & Security System & Safe Codes | | | | |
| SS | PARK ADMIN. | SS-PM | CEDS Department Operational Procedures-In Progress | | | | |
| SS | PARK ADMIN. | SS-PM | Administrative Regulations (where to find them) | | | | |
| SS | PARK ADMIN. | SS-PM | Passport to New Horizons Training Catalog | | | | |
| SS | PARK ADMIN. | SS-PM | Orange County Policy Manual | | | | |
| SS | PARK ADMIN. | SS-PM | Neighborhood & Community Service Areas | | | | |

| | |
|---|--|
| * Employees utilizing the following categories of equipment will be trained prior to operating this equipment to protect the employee and public from accidents/injuries: | |
| | Hand-held/Directed Equipment (i.e. blowers) |
| | Power Pruners (i.e. chain saws) |
| | Ride-on Utilities and Mowers (i.e. Walk-behind mowers) |
| | Heavy Equipment and Tractors (i.e. Forklifts) |
| | Other: (i.e. Floor Buffers, Generators, welding equipment) |
| ALL-All Staff, BSA-Business Systems Analyst, BSM-Business Systems Manager, NEO-New Employee Orientation, PARK ADMIN.-Park Administration, SITE-Park Site, PM-Program Manager, SS-Site Supervisor | |

Friday 6/5/2015

| LEADS | Stephanie/Carmen | Jose/Charmian | Whit/Ginger | Mandy/Paige |
|-------------|--|--|--|--|
| | Orlo Vista/Meadow Woods/Bithlo | Goldenrod/Bear Creek/Silver Star | Lockhart/Barnett/South Econ | Willow St./Ft. Gatlin/Capehart |
| 7:30-8:00 | Arrival/Check in/Paper work/Kronos(Games & Courtney playing music) | | | |
| 8:00-8:15 | Welcome/Introductions(Stage) | Welcome/Introductions(Stage) | Welcome/Introductions(Stage) | Welcome/Introductions(Stage) |
| 8:15-8:35 | Music & Dance Icebreaker (Stage) | Music & Dance Icebreaker (Stage) | Music & Dance Icebreaker (Stage) | Music & Dance Icebreaker (Stage) |
| 8:35-9:00 | Minute to Win It (Basketball Court) | Minute to Win It (Basketball Court) | Minute to Win It (Basketball Court) | Minute to Win It (Basketball Court) |
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| 2:00-4:30 | Kelly Park | Kelly Park | Kelly Park | Kelly Park |
| 4:30 | Closing/Depature | Closing/Depature | Closing/Depature | Closing/Depature |
| 5:00 | Arrive back on site to clock out | | | |