





- 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?

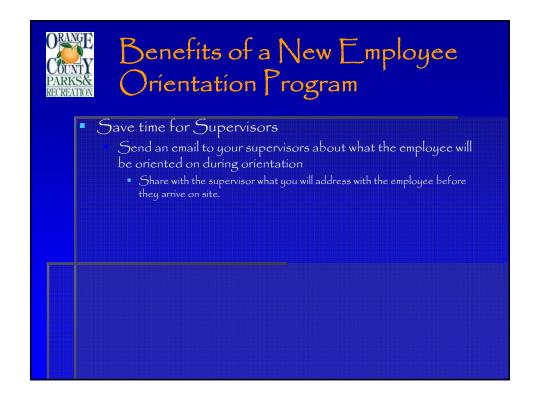




## The Benefits of a New Employee Orientation Program

- How do your create an new employee orientation program?
  - Utilize the CAPRA Accreditation Standard 4.6-Orientatin 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!



















## 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
  - Computer-E-mail, calendar access and website
  - Risk Mgmt./Safety Trainings
    - Defensive Driving, Utility Cart Training



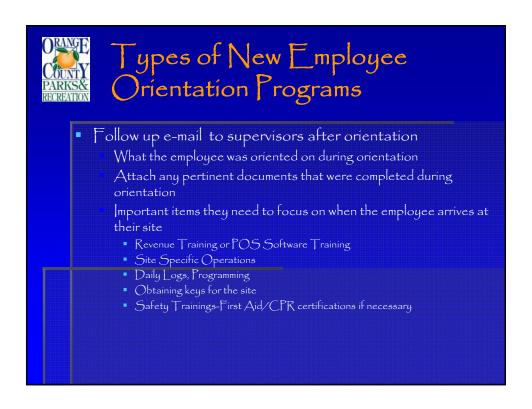
# Types of New Employee Orientation Programs

- Division/Department New Employee Orientation
  - Important Division Guidelines/Procedures
    - Non-Smoking Guidelines
    - Dress Code/Uniform Guidelines
    - Media & Public Relations Guidelines
    - · Accident/Incident Guidelines

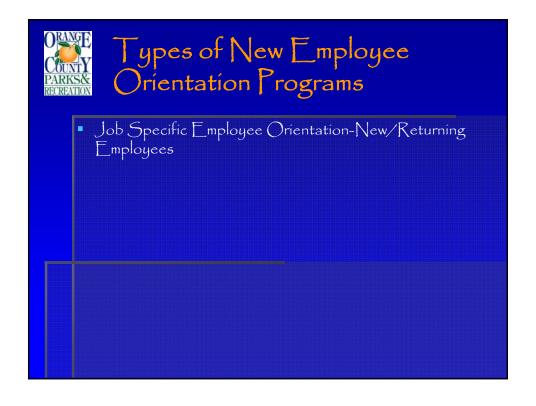
### Checklist

- What was covered during orientation
- Additional training that should occur at the site with the direct supervisor

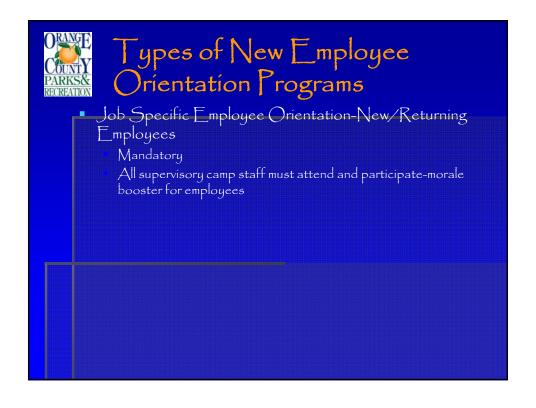




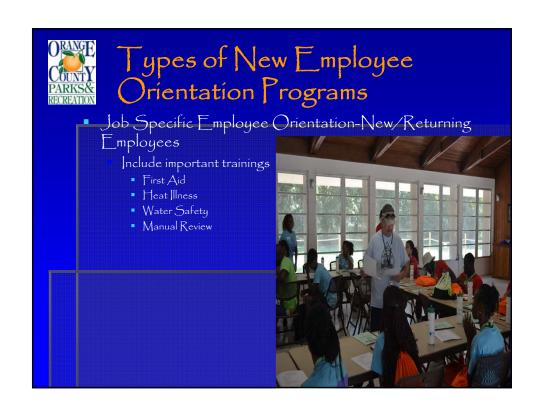


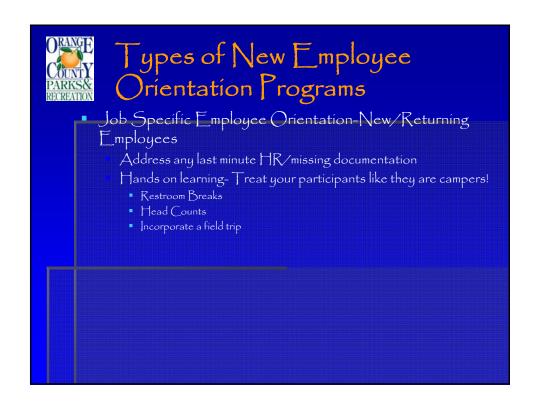


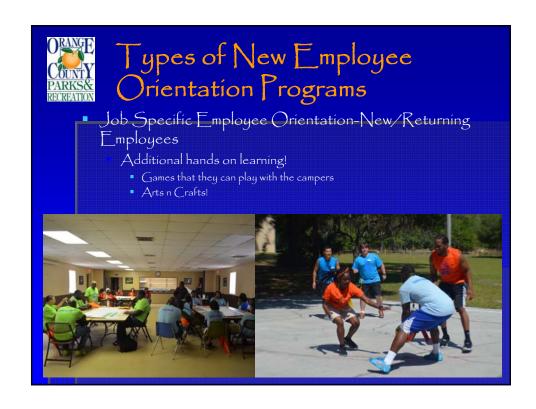








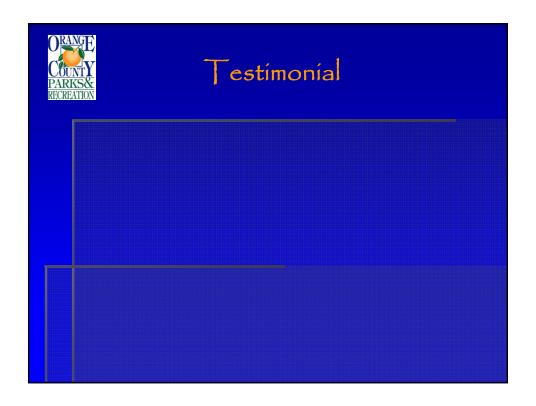














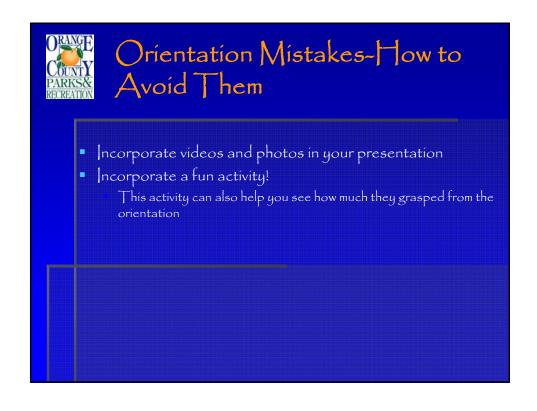
# Who Should Conduct Your Orientations?

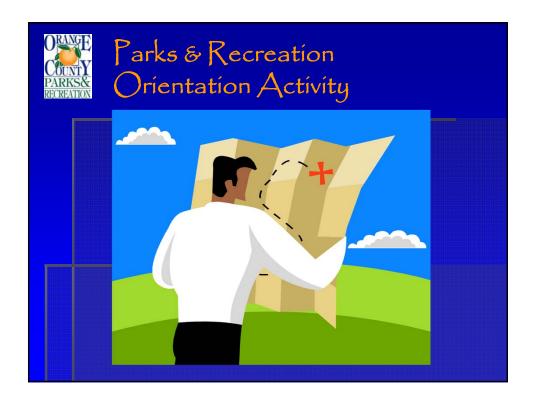
- Employees who convey a great first impression!
- Professional
- Witty
- FRIENDLY!
- Employees who can answer questions about your organization
- Varying work experience in your organization

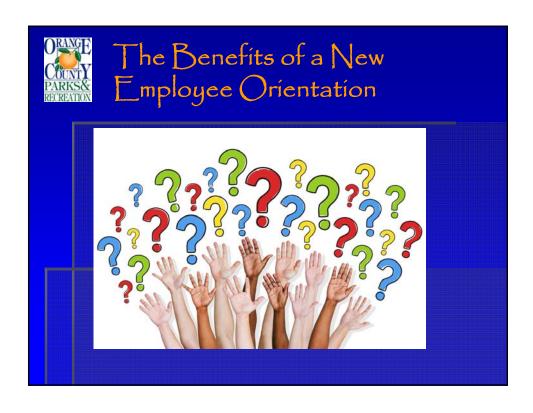


## Orientation Mistakes-How To Avoid Them

- 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









## **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.)						

#### むむむ

### ❖ Scavenger Hunt

Can you find the following items? All items are hidden "in plain sight" in the common areas on the 2<sup>nd</sup> 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**

#### ❖ 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! ©



#### **OC Parks Supervisory TrainingChecklist**

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 monthof employment learning, exploring, and practicing. The intent is to provide adequate time <a href="mailto:away"><u>away</u></a> 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 reponsibilities or Program Manager.

					Supervisor responsible for training:			
			Training Employee Name-ID#	Manager respo	nsible for traininç			
Who Recieves Training	Where They Recieve Training	Who Administers Training	<del></del>	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	
LL LL	NEO	2	History of OCPR	ornine source.	documents.	or resource.	Hamei	
\LL	NEO		Mission Vision Core Values / 6 Basics of Customer Service				0	
\LL	NEO		Organization Chart / Div-Chain of Command / Dept / County				C	
\LL	NEO		Parks Attendance Policy				C	
\LL	NEO		Kronos Time Keeping Application				C	
\LL	NEO		Smoking Policy				C	
\LL	NEO		Personal Data Form				C	
\LL	NEO		Dress Code and Uniform Guidelines				C	
\LL	NEO		New Hire Photo to CES- P&R				C	
\LL	NEO		Defensive Driving Registration				C	
LL	NEO		E-mail Access				C	
\LL	NEO		Comment Cards / Quota / Response				C	
\LL	NEO		LIUNA -(Seniority, Callback, Out of Class)				C	
\LL	NEO		Performance Evaluation, Probation Evaluation and Job Expectations				C	
\LL	NEO		Alternative Community Service Program				C	
\LL	NEO		Accreditation				C	
\LL	NEO		Pickle Video				C	
\LL	NEO		Fitness Centers-Membership				C	
LL	NEO		ISS Information Service & Support				C	
\LL	NEO		Outlook Calendar Setup-Shared Calend and Email Signature				C	
LL	NEO		Utility Golf Cart Training				C	
LL	NEO		Recycling Guideline				C	
LL	NEO		HIPPA Training				C	
LL	NEO-PARK ADMIN.	SS-PM	Division Operational Guidelines				C	
\LL	NEO-SITE	SS-PM	Accident/Incident Reporting				C	

ALL	NEO-SITE	SS-PM	Required Training and Certifications		О
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 ADMINPark Administration, SITE-Park Site, PM-Program Manager, SS-Site Supervisor				

Friday	6/5/2015
--------	----------

LEADS	6/5/2015 Stephanie/Carmen	rmen Jose/Charmian Whit/Ginger		Mandy/Paige			
	Orlo Vista/Meadow Woods/Bithlo	sta/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)				
9:00-9:45	AED's/Heat Illness/Water Safety (Pool/Stage)	Water Safety (Pool/Stage) Manual Review (Paradise Hall) Wacky Games & Transitions (Basketball Court)		Arts & Crafts (Garnett)			
9:45-10:30	Manual Review (Paradise Hall)	Paradise Hall)  Arts & Crafts (Garnett)  AED's/Heat Illness/Water 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's/Heat Illness/Water Safety (Pool/Stage)			
11:15-12:00	Wacky Games & Transitions (Basketball Court)	Wacky Games & Transitions (Basketball Court)  AED's/Heat Illness/Water 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		Transition to Kelly Park			
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						