



**Date:** 10/08/2018    **Updated:** 12/31/2022    **Date To Be Reviewed:** Three Years – 12/31/2025

**Title of Document:** 4.6 LOPR\_ Orientation Program

**Background:**

It is the responsibility of the supervisor or designated in-charge staff leader to provide an orientation meeting with a new employee, support-role or on-call who interfaces with customers or the public. Contracted service providers are not included in orientation programs as each agreement is specific to providers expected duties to perform.

Each Division Supervisor is responsible for orientation of on-call employees. The orientation may be completed individually or in a group setting.

The LOPR orientation meeting is in addition to the City of Lake Oswego Human Resources New Hire Orientation which covers Personnel Policies, Benefits and other City items of interest and LOMEA orientation for new members.

**Procedure:**

**Graphic of onboarding documents available in the shared P Drive, Parks Policies & Procedures (PP&P) Table of Contents and Files Listing:**

*Note that Parks Division has a specific 4.6.C New Employee CHECKLIST FORM.*

4.6.A	<a href="#">LOPR Employee Onboarding Checklist FORM</a>
4.6.B	<a href="#">LOPR New Hire Orientation MATRIX - Info Links FORM</a>
4.6.C	<a href="#">LOPR Parks Division New Employee CHECKLIST FORM</a>
4.6.D	<a href="#">LOPR City Employee Orientation Checklist FORM</a>

**The following sections of Parks Policies & Procedures (PP&P) are to be reviewed with the new hire within the first week of the start date:**

**Using the Parks Policies & Procedures document** (high level overview so they know where to look)

- Section 1.0 LOPR Vision, Mission and Values
- Section 2.0 City Organization, Department Organization & Responsibilities
- Section 3.0 List of Parks and Natural Areas
- Section 4.2 Customer Excellence
- Section 4.5 Park Rules
- Section 4.6 Personnel
- Section 4.9 Safety and Incident Reporting



Director Approval - Original Approval Date: _____
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Signature: _____

- Section 4.10 Technology
- Section 4.11 Vehicle (if employee will be driving as part of the position)
- Section 6.1.1.B Activity and Service Development and Delivery Process (if a programming position)
- Section 6.5 Code of Conduct
- 8.5 General Safety Information (LOPR ERP)
- Section 9.1.2 Accident and Incident Report Procedures

**Time Reporting**

- Calendar of City Holidays
- Hours of Work
- Breaks and Lunches
- How To: ADP

**Active Network Instruction**

If the employee is going to be working on inputting or copying classes in Active, they should have a list of program codes and definitions as well as an understanding of Active GL codes and linkages to revenue codes (schedule training if individual will be working in Active).

**Communications and Marketing**

- Parks & Recreation Introduction Video
- Copy of the current Fact Book
- Copy of the current Activities Guide
- Copy of latest Hello LO
- Customer Satisfaction Survey Process
- Calendar of LOPR Events
- LOPR City/Dept contact list - Provided by front desk staff
- Website Review
- Instructions on How To: Update LOPR website (if appropriate for position)
- Sponsorship Program/Catalog Advertising overview

**Items Specific to the Division Responsible for Orientation**

- Important Contact Numbers within the Division
- Facility Access, Technology Access and Use (PC, Printer, email, logins, passwords)
- Section 4.1 Cash Management
  - If handling cash or credit card payments, making purchases, using Petty Cash or PCard.
  - Additional training if making deposits.
- Instructor/Contractor Roster
- Expectations and/or Performance Standards for the Position
- Training and Professional Development Opportunities
- Security – Issue keys, access cards, facility access, alarms, open and close building, building hours, staffing set-up, emergency procedures, emergency exits, fire extinguisher/AED/First Aid kit locations.



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Update Approval Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

PARKS & RECREATION

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**Related Documents:**

4.6.A LOPR\_Employee Onboarding Checklists FORM

4.6.B LOPR\_LOPR\_New Hire Orientation Matrix – Info Links FORM

4.6.C LOPR\_Parks Division New Employee CHECKLIST FORM

4.6.D LOPR\_City Employee Orientation Checklist FORM

LOIMEA Article 3.9

**Responsibility/Contacts:** Deputy Directors, Supervisors, Parks Manager, Crew Leaders,  
Administrative Assistants