



REGIONAL PARK AND OPEN SPACE DISTRICT Policy and Procedure Manual



Policy 3.1

Office Practices

I. POLICY

It is a policy of the Regional Park and Open-Space District to adhere to Board Policy while utilizing best management office practices to improve efficiency and effectiveness.

II. PURPOSE

To provide procedures for Park District Headquarters that are consistent with current County policies relating to best management office practices.

PROCEDURE

A. Personal Conduct/ Public Contact

1. Employees are expected to conduct themselves in a professional and courteous manner at all times when dealing with the public, other County employees and co-workers.
2. Employees are expected to be available at their assigned work location throughout the workday except when they are away from that location on official business, authorized meal or rest periods.
3. Employees are expected to monitor themselves and ensure that excessive loitering; prolonged social sessions and other nonproductive activities are kept to a minimum.
4. If a visitor must wait to see a staff person, the visitor shall be informed of the approximate waiting period. Visitors are not to be allowed to wander about the building into offices unannounced or unescorted.

B. Work Hours

1. An employee whose primary work location is at District headquarters will generally work a scheduled shift as approved by their supervisor between 6:00am and 6:00pm, Monday through Thursday and between 6:00am and 5:00pm on Fridays. All flex work schedule changes must be approved, in advance, by their supervisor.



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- C. Meal periods are unpaid and non-working time
1. All employees are required to take a lunch period and cannot give up lunch in exchange for reporting to work late or leaving early. Meals are not to be eaten at desk areas frequented by the public. Snacks are permitted in these areas.
 2. Employees are entitled to two 15-minute rest periods, one in the morning and one in the afternoon. The rest periods shall be scheduled according to the requirements of the affected section. In no instance shall rest periods be scheduled within one (1) hour of the beginning or ending of the workday or meal period.
- D. Desk Phone Etiquette
1. As a general rule, employees are expected to answer telephone calls when they are at their desk, unless they are having a meeting or cannot be disturbed.
 - a. If calls are referred to voicemail messages the following shall apply:
 - (1) Personal voice recorded greetings are encouraged; however, they must be businesslike and as brief as possible. The greeting should briefly announce why the call is being diverted to voicemail and request the caller leave a message explaining the nature of the call or the action/response desired.
 - (2) All voicemail greetings shall offer callers the option of contacting an alternative number if the issue is an urgent matter.
 - (3) Voicemail messages should be returned the same day whenever possible, but shall not exceed twenty-four (24) hours, exclusive of days off, weekends or holidays.



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- (4) Should the employee be away from the office for multiple days, an out of office greeting shall be set. Out of office greetings must include an alternative contact number for assistance.
- (5) Desk phones may at times be forwarded to an employee's assigned cellular phone if/when working in the field. Employees shall obtain prior approval from their supervisor when utilizing this feature. Desk phones should not be forwarded to cellular phones when the employee is at their desk.

E. Office 365 Calendar

1. Calendars are expected to be monitored regularly and kept current at all times. The following best office practices shall apply:
 - a. All meeting requests shall be accepted or declined from the Outlook inbox. It is expected that calendar invites will be monitored on a regular basis, but no less than once per day.
 - b. If the calendar space is blank, it shall be assumed that staff is at their assigned workstation or on break or lunch. Personal time away from the office can be listed on the calendar and marked private.
 - c. Vacations and time away from work shall be noted on the calendar, their supervisor's calendar and the *parcs-time off* calendar.
 - d. If visiting the field, attending meetings or working from a remote location, note the location and block out additional time for travel if required.
 - e. If uninterrupted time is needed to work on a project or complete a time-sensitive assignment, time may be allocated on the calendar and shown as "busy" to help prevent interruptions and overscheduling.



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- f. When inviting other employees to meetings, the “scheduling assistant” feature within the calendar invite shall be utilized to minimize schedule conflicts and review availability. Consideration shall be given for travel time and transition time between meetings.
- F. Remote Location (a.k.a., Working Remotely)
1. As a general rule, employees are expected to work from their assigned location. Occasionally, opportunities to work remotely, including home offices, provide efficiencies.
 - a. If working remotely, including from home, the following shall apply:
 - (1) Staff shall request prior approval from their direct supervisor to work from a remote location. If unavailable, they will continue up the chain of command until they receive confirmation that the request is approved.
 - (2) If working remotely, staff is expected to be readily available by phone and/or computer during working hours.
- G. Office/Desk Etiquette
1. Due to the close proximity and shared space of most office areas, employees are encouraged to:
 - a. Close the door (if available) or check with those around them prior to making phone calls on speakerphone or listening to live meetings or music from their computer or other electronic device.
 - b. Refrain from using scented materials (sprays, decorations, etc.) before checking with others regarding allergies and sensitivities.
 2. Desks and office spaces, particularly those visible to the public, shall be kept tidy to maintain a professional image.



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H. Attending Meetings

1. How you conduct yourself before and during meetings leaves a lasting impression, which if done poorly could damage the reputation of the District. Rescheduling of meetings inconveniences others who have planned their calendars around the meeting and should be avoided unless an extreme emergency or sickness occurs.
2. Employees are expected to arrive at accepted meetings before the meeting begins and be prepared to fully participate.
 - a. If attending a meeting, the following shall apply:
 - (1) Staff will plan for walking time between buildings and or travel time, if required, to ensure they are on time. As a general rule of thumb, it is expected that attendees will be 5 minutes early so as not to negatively impact others who are on time. If unexpected delays prevent staff from being on time, they are to contact the meeting organizer in advance to notify them whenever possible. Employees shall not compromise safety, such as calling or texting while driving, in order to make such contact.
 - (2) Staff is expected to be fully present and attentive in meetings and should refrain from using their cell phone or other electronic devices.
 - (3) Staff should review meeting agendas, when available, in advance of meetings and prepare accordingly.

I. Shared Spaces

1. Kitchen Practices
 - a. The kitchen area is available to all employees for the preparation of lunches and snacks. It is incumbent upon all users to make sure that the kitchen area is cleaned after each use.
 - b. No individual is designated or has assumed responsibility to clean the refrigerator, stove and general kitchen area. It is the responsibility of each user to clean up after himself/herself. This



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includes duties such as, cleaning dishes after each use and not leaving dishes in the sink, wiping off countertops, and timely removal of items from the fridge.

2. Conference/Meeting Rooms
 - a. Shared conference/meeting rooms shall be scheduled utilizing the “add rooms” feature in the scheduling assistant to ensure availability and avoid schedule conflicts. All meeting materials (handouts, water, coffee, etc.) shall be removed from the meeting space by the meeting organizer at the conclusion of the meeting to ensure the space is ready for the next scheduled use.
3. Bathrooms
 - a. Personal items should be kept to a minimum in shared/public restroom spaces.
 - b. Employees shall take care to clean up after themselves after using shared restrooms.

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