



REGIONAL PARK AND OPEN SPACE DISTRICT Policy and Procedure Manual



Policy 3.1

Office Practices

I. POLICY

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

II. PURPOSE

To provide procedures for District Employees that are consistent with current County policies relating to best management office practices. The contents of this policy are, common to professional offices and workplaces, and outline appropriate, and professional behavior. It is expected that employees will utilize common sense, politeness, and professionalism where there is not specific guidance outlined in this policy.

III. PROCEDURE

A. Personal Conduct/Public Contact

1. Employees are expected to be professional. As professionals, employees shall conduct themselves in a courteous manner, demonstrating competency, reliability, and respect at all times when dealing with the public, other County employees and co-workers.
2. Employees are expected to be available while at work. Employees shall be available at their assigned work location throughout the workday except when away from that location on official business, authorized meal or rest periods, or as otherwise indicated on the approved electronic calendar.
3. Employees are expected to communicate frequently and effectively with coworkers and their supervisor regarding plans to be away from their desk or workstation.
4. Employees are expected to be effective and to make the most of work time. Employees shall keep social discussions brief to promote a productive work environment for both them and other employees.



REGIONAL PARK AND OPEN SPACE DISTRICT

Policy and Procedure Manual



Policy 3.1

Office Practices

5. Employees are expected to be considerate of others (including coworkers, supervisors, members of the public, volunteers, and stakeholders) time, feelings, point of view, philosophy, etc.
 6. Employees are expected to promptly respond and attend to visitors on campus, regardless of their role or work assignment once the visitor is noticed or makes contact. Visitors are not 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.
 2. If an employee cannot report to work as scheduled or must leave work early, policy 4.3 Use of Leave Time shall be followed.
- C. Meal periods are unpaid and non-working time.
1. All employees must follow the direction provided by the state of California and the respective union Memorandum of Understanding (MOU) requiring maximum working hours, overtime, lunch breaks, and breaks. The following shall serve as primary guidance and if a conflict arises, state law and MOU language shall apply.
 - a. Lunch periods. All employees are required to take a lunch period and shall not give up lunch in exchange for reporting to work late or leaving early.
 - b. Rest Periods. 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 Supervisor or Manager and the requirements of the affected section to maintain proper coverage. In no instance shall rest periods be taken within



REGIONAL PARK AND OPEN SPACE DISTRICT Policy and Procedure Manual



Policy 3.1

Office Practices

one (1) hour of the beginning or ending of the workday or meal period, unless otherwise unavoidable due to lack of staff. Such occurrences shall be approved by a supervisor.

D. Desk Phone Etiquette

1. Employees are expected to act timely and be professional, answering telephone calls when they are at their desk.

a. If calls are diverted to voicemail (due to a meeting, deadline or other valid reason to not be disturbed) the following shall apply:

(1) Voice recorded greetings are required and should be as brief as possible to respect everyone's time.

(2) It is recommended for the greeting to have the following components:

a. Announce why the call is being diverted to voicemail and request the caller leave a message.

b. Offer callers the option of contacting an alternative number if the issue is an urgent matter.

c. If 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.

b. Voicemail messages should be returned the same day or as soon as possible, exclusive of days off, weekends or holidays.

c. Forwarding desk phones to an employee's assigned cellular phone if/when working in the field may at times be appropriate. 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.

d. Soft phones (use of approved software for managing incoming, outgoing, and voicemail boxes) may be used in lieu of a desk phone as approved by the District and Riverside County



REGIONAL PARK AND OPEN SPACE DISTRICT

Policy and Procedure Manual



Policy 3.1

Office Practices

Information Technology (RCIT) department. This technology allows employees to answer and make calls from their personal computer, cellular phone, or other approved mobile device with use of an authorized application (app).

E. Electronic Calendar

1. Calendars are expected to be monitored regularly and kept current. Employees are expected to act timely and the following best office practices shall apply:
 - a. All meeting requests shall be monitored and responded to in a timely manner. Meeting appointments are to be accepted or declined and monitored on a regular basis. Calendar items shall be responded to within a reasonable time, preferably within one working day of receipt.
 - b. All appointments, both private and public, which occur during normal working hours are to be maintained on employee's electronic calendar system to prevent scheduling conflicts and enhance communication. Private appointments should be marked private.
 - c. Vacations and time away from work shall be noted on the employee's calendar, their supervisor's calendar, and the *parks-time off* calendar per policy 4.3 Use of Leave Time.
 - d. If meetings or work are conducted off site and require travel time, travel time shall be included on calendar.
 - e. Verify availability of other employees through the "scheduling assistant" or other equivalent feature on electronic calendar systems used by Parks. Out of respect for everyone's time, consideration shall be given for travel time and transition time between meetings.



REGIONAL PARK AND OPEN SPACE DISTRICT Policy and Procedure Manual



Policy 3.1

Office Practices

- f. Shared conference/meeting rooms shall be scheduled utilizing the “to” feature in the appointment by inviting the conference/meeting room to ensure availability and avoid scheduling conflicts.

F. Email Etiquette

1. Employees are expected to utilize standardized formatting of emails and email signatures as approved by the District and updated from time to time.
 - a. Email signatures on new messages shall include District-approved logo(s), employee name, title, phone number, site address, email address, and links to District social media accounts as provided in the “Email Signature Block” sample in ATTACHMENT A.
 - b. Email signatures on replies/forwards shall include employee name, title, and phone number.
 - c. Employees may include credentials in their email signature next to their name. Credentials may include academic degrees, professional licenses, and professional certifications. Additional credentials may be approved by the General Manager.
 - d. To ensure consistency and efficiency, email signatures shall not include any additional information unless approved in writing by the General Manager or their designee.
2. Emails shall include a clear subject line.
3. Employees shall use a professional tone.
4. Employees shall use automated out-of-office replies when they expect to be out of the office during regular working days. The message should include information about the duration of absence and alternate contact(s) for urgent matters.

G. Telecommuting

1. Telecommuting shall be permitted in accordance with Board Policy K-3.



REGIONAL PARK AND OPEN SPACE DISTRICT Policy and Procedure Manual



Policy 3.1

Office Practices

H. Office/Desk Etiquette

1. Employees are expected to be good neighbors and considerate of their fellow coworkers. Employees shall:
 - a. Be aware of noise. 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. Use of a headset or headphones or moving to a conference room (if available) is encouraged to minimize impact to others.
 - b. Be aware of items that cause excessive scent. Be considerate and refrain from using scented materials (sprays, decorations, perfumes, etc.), eating food with strong odors around others, or using other scented items. Check with your nearby coworker(s) regarding allergies and sensitivities.
2. Desks and office areas are expected to be kept clean and free of clutter to allow for regular dusting/cleaning and as necessary to maintain a safe and clean environment.
3. Employees shall refrain from having personal decorations, signs, and other displayed items that others may find offensive, consistent with County Board Policies, including but not limited to Policy C-25 and Policy C-27.
4. Employees with desks and office spaces visible to the public, shall:
 - a. Maintain a professional image representative of Parks and be kept tidy.
 - b. Eat meals in areas not visible to the public. Meals shall be eaten away from desks/areas visible to the public.

I. Attending Meetings

1. Employees are expected to be professional during meetings and adhere to the following best practices:



REGIONAL PARK AND OPEN SPACE DISTRICT

Policy and Procedure Manual



Policy 3.1

Office Practices

- a. Be on time. Plan for travel time, whether walking or traveling by car. It is expected that attendees will be considerate and early to avoid negative impact to others who are on time.
- b. Communicate changes in attendance. If unexpected conflicts prevent employees from being on time or attending the meeting altogether, contact meeting attendees or the meeting organizer in advance to notify them whenever possible. Employees shall not compromise safety, such as calling or texting while driving, to make such contact.
- c. Be fully present. Out of consideration of meeting organizers and other attendees, it is important to be present and participate in meetings. Staff is expected to be fully present and attentive in meetings, avoiding excessive use of electronics or other distractions.
- d. Prepare in advance for the meeting. Employees should review meeting agendas in advance and conduct appropriate research, bring necessary support materials or any other activity necessary to make the meeting productive. Any employee planning a meeting should prepare an agenda and set clear goals to accomplish during the meeting.

J. Shared Spaces

Employees are expected to be good neighbors and considerate of their fellow coworkers. As a rule, shared spaces shall be well maintained free of clutter and cleaned up after use. No individual is designated or has assumed responsibility to clean. All employees are expected to clean up after themselves. It is expected that all employees will contribute to this effort out of a courtesy to others.

1. Kitchens and Breakrooms

- a. The kitchen areas and/or breakrooms are available to all employees for the preparation of meals and snacks. All users shall



REGIONAL PARK AND OPEN SPACE DISTRICT Policy and Procedure Manual



Policy 3.1

Office Practices

- be professional and courteous, making sure that the kitchen area is cleaned after each use.
- b. All duties such as cleaning dishes after each use, not leaving dishes in the sink, wiping off countertops and tables, and timely removal of items from the fridge are the responsibility of each user of the space.
 - c. Sanitization wipes and/or disinfecting spray and paper towels shall be provided to allow for cleaning shared spaces after use.
2. Conference/Meeting Rooms
- a. Conference/meeting rooms shall be used for lunch gatherings only if proper cleaning time is allotted.
 - b. All employees are expected to clean up after themselves when using the conference room for any reason. All meeting materials (handouts, water, coffee, etc.) shall be removed from the meeting space 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 restroom spaces. Bathrooms intended for the public shall not have personal items stored in any way.
 - b. Employees shall be courteous and clean up after themselves after using shared restrooms.
 - c. Sanitizing wipes and/or disinfecting spray and paper towels shall be made available for cleaning restroom areas after use.
- J. Climate Control
- Office temperatures shall be maintained at comfortable levels for the majority of employees within a space and in a manner that supports energy conservation, consistent with Board Policy H-4. Unusual temperatures shall be addressed on a case-by-case basis as outlined by Board Policy H-19.



REGIONAL PARK AND OPEN SPACE DISTRICT Policy and Procedure Manual



Policy 3.1

Office Practices

K. Office Celebrations

Celebrating holidays, birthdays, baby and/or weddings showers, retirements, etc., are encouraged and important to maintaining a good office culture and help employees build stronger relationships. When planning or implementing such celebrations at a District property, the following guidelines shall apply:

- a. All plans for celebrations shall be approved by a supervisor or manager when utilizing a District space (conference room, picnic shelter, meeting room, etc.).
- b. Celebrations planned during work hours shall take place during lunchtime and shall not exceed one (1) hour whenever possible to minimize impact to business operations.
- c. All staff assigned to the work location where the celebration is taking place shall be invited as optional attendees. No employee shall be intentionally excluded.
- d. The General Manager and all Bureau Chiefs shall be invited to retirement celebrations to appropriately recognize the contributions of departing employees.
- e. Celebrations held offsite shall be on employees' own time, including lunch time, and use of leave time in accordance with District Policy 4.3 applies if the celebration will take place during scheduled working hours.

Policy 3.1 Office Practices

Original Issue Date: 4/23/2001 as Policy 8a, 8/7/2017

Office of Primary Responsibility: Executive Administration

Editor: Luciano, Annie, Executive Assistant

Reviewed by: Williams, Robert, Chief – Business Operations

Approved by: Brown, Kyla, R., General Manager

Date Approved: 08/08/2024

Previous Revision Dates: 8/7/2017

ATTACHMENT A

STANDARD EMAIL SIGNATURE BLOCK EXAMPLE

Employee Name, Credentials [Font: Calibri, Size: 12, Style: *Italicize*, Color: Black]

EMPLOYEE TITLE [Font: Calibri, Size: 10, Style: ALL CAPS, Color: Black]



RivCoParks (Riverside County Regional Park and Open-Space District)

4600 Crestmore Road, Jurupa Valley, CA 92509

EmployeeName@rivco.org | (951) ???-????

RivCoParks.org

[#RivCoParks](#) | [Facebook](#) | [Twitter](#) | [Upcoming Events](#)



DISTRICT NAME LINE: [Font: Calibri, Size: 10, Style: **Bold**, Color: Black]

ADDRESS LINE: [Font: Calibri, Size: 10, Style: None, Color: Black]

EMAIL: [Font: Calibri, Size: 10, Style: None, Color: Black, Property: hyperlink email address]

PHONE: [Font: Calibri, Size: 10, Style: None, Color: Black]

WEBSITE LINE: [Font: Calibri, Size: 10, Style: Underline, Color: **ORANGE #C45911**, Property: Hyperlink Website]

HASHTAG & LINKS LINE: [Font: Calibri, Size: 10, Style: None, Color: **GREEN (RGB Red: 0, Green: 102, Blue: 0, Hex #006600)**]

LOGOS: Include the District Logo on the left and the CAPRA Accreditation Logo on the right. Logos or other promotional images may be added from time to time and will be communicated formally by Marketing, the General Manager, or designee.

REPLY & FORWARD EMAIL SIGNATURE EXAMPLE

Employee Name, Employee Credentials

EMPLOYEE TITLE

(951) ???-????

RivCoParks.org | [Facebook](#) | [Twitter](#) | [Upcoming Events](#)

NAME LINE: [Font: Calibri (Body), Size: 12, Style: *Italicize*, Color: Black]

POSITION TITLE LINE: [Font: Calibri (Body), Size: 10, Style: CAPS LOCK, Color: Black]

NUMBER LINE: [Font: Franklin Gothic Book, Size: 10, Style: None, Color: Black]

LINKS LINE: [Font: Franklin Gothic Book, Size: 10, Style: Underline, Color: **GREEN (RGB Red: 0, Green: 102, Blue: 0, Hex #006600)**]

***NOTE:** It may be easiest to copy and paste the above samples into your email signature to ensure proper font, size, and style, including the proper logos.

COMMON MISTAKES

- Clicked Link in Signature: If a link is clicked, the text color may change color. Re-color your text to the designated color on the above instructions.
- Credentials: Refer to Policy 3.1 Office Practices to determine which credentials can be noted.
- Park Website: Do not use “www” before the website -> RivCoParks.org is enough.
- Quotes: According to Policy 3.1 Office Practices F(1)(c), do not add any quotes or images as part of or after your signature.