



Welcome to
Ontario Parks



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Message from the Director

W e l c o m e

Welcome to Ontario Parks!

By choosing to work for this branch of the Ministry of Natural Resources, you have chosen to join a century-old tradition of commitment – a commitment to protect the best examples of Ontario's amazing natural landscapes, to serve park visitors to the best of your ability, and to work effectively with your supervisor and your co-workers.

Ontario Parks is also committed to you. We are committed to providing a safe workplace, free of harassment. We are also committed to making your work experience valuable and memorable.

Ontario Parks has been recognized by the National Quality Institute as a progressive organization. We are continually making efforts to improve our performance. I encourage you to share your ideas and your enthusiasm with your co-workers and your supervisor.

Together, we can make Ontario Parks a better organization, serve our visitors effectively, and ensure that our system of parks and conservation reserves is protected for future generations.



Adair Ireland-Smith
Managing Director





Where do we fit?

Ontario Parks is a branch of the **Natural Resources Management Division** in the Ontario **Ministry of Natural Resources (MNR)**. We have the responsibility for delivering the Parks and Protected Areas program in Ontario.

As an employee of Ontario Parks, you are also part of MNR. The Ministry is committed to protecting and managing the province's natural resources, and making the benefits of those resources available for people, communities and economies that depend on it. In doing so, MNR helps to ensure the environmental, social and economic needs of the people of Ontario are met – not just for today, but into the future.

Within MNR, Ontario Parks serves the public interest by emphasizing protection of our natural heritage while providing sustainable outdoor education.

A Little About Ontario Parks

Ontario's parks and protected areas system was created with the establishment of Algonquin Park in 1893. Our protected areas system now includes 329 provincial parks and 292 conservation reserves, with a combined area of almost 9.4 million hectares, which represents about 9% of the Province.

Ontario Parks manages all provincial parks, operating 114 to provide public facilities and services, such as day-use areas, campgrounds and interior camping. The remaining "non-operating" parks are managed mainly to protect the animals, plants, their natural habitats and spectacular scenery, although recreational use is permitted. More than 10 million visits are made to provincial parks every year. During peak season, Ontario Parks employs about 235 year-round staff, 650 seasonal staff and more than 1,600 students.

Ontario Parks also provides overall direction and leadership for management of conservation reserves. MNR districts look after the day-to-day management and stewardship of conservation reserves.

The Provincial Parks and Conservation Reserves Act proclaimed in 2007 includes a statement of Ontario Parks' overarching objective:

To permanently protect a system of provincial parks and conservation reserves that includes ecosystems that are representative of all of Ontario's natural regions, protects provincially significant elements of Ontario's natural and cultural heritage, maintains biodiversity and provides opportunities for compatible, ecologically sustainable recreation.



The Act also dedicates provincial parks and conservation reserves to the people of Ontario and to visitors, for their inspiration, education, health and recreational enjoyment – with the intention that these areas be managed to maintain their ecological integrity, and preserved for future generations.

Ontario Parks strives to achieve four specific legislative objectives for provincial parks:

Protection: To permanently protect the best examples of Ontario's ecosystems; to protect biodiversity and provincially significant elements of Ontario's natural and cultural heritage; and to manage these areas to ensure that ecological integrity is maintained

Recreation: To provide opportunities for ecologically-sustainable outdoor recreation and encourage associated economic benefits

Education: To help increase knowledge and appreciation of Ontario's natural and cultural heritage

Science: To enable scientific research and support the monitoring of ecological change on the broader landscape



How does your job help the program meet its objectives?

You may work in one of the 114 operating parks, at one of six zone offices, or at the main office in Peterborough. Every position with Ontario Parks helps us meet one – or some combination – of these objectives.

Individual parks meet the four legislated objectives to varying degrees, so our parks are classified accordingly to the role we expect them to play:

Wilderness class parks are large areas that are left just as nature created them. Generally, motorized travel is not allowed in these parks (unless permitted by regulation). Here, visitors can experience personal challenge, solitude, and feel at one with nature.

Nature reserve class parks protect representative ecosystems and significant elements of Ontario's natural heritage – including distinctive natural habitats and landforms – for their inherent value, to support scientific research and to maintain biodiversity.

Cultural heritage class parks protect elements of Ontario's distinctive cultural heritage in open space settings, for their intrinsic value and to support interpretation, education and research.



Natural environment class parks protect outstanding recreational landscapes, representative ecosystems and provincially-significant elements of Ontario's natural and cultural heritage, to provide high-quality recreational and educational experiences.

Waterway class parks protect recreational water routes, land and water-based ecosystems, and associated natural and cultural features, to provide high-quality recreational and educational experiences.

Recreational class parks provide a wide variety of outdoor recreation opportunities in attractive natural surroundings.

So you're a new employee...

Here are just a few job-related suggestions to make your employment with Ontario Parks a positive experience. Ask your manager for additional guidance where needed, and remember ... take the time to learn about our organization and the broader MNR.

Learn about your worksite:

- Meet your colleagues, your manager, supervisor and co-workers.
- Meet your representative from the Ontario Public Service Employees Union (OPSEU), who will provide information about working in a unionized environment.
- Learn your job responsibilities and how to do your job.
- Know your performance expectations as a park employee, a public servant and a member of the team.
- Understand what our Ministry expects, with regard to keeping information secure, and what is considered appropriate use of technology such as computers and email.
- Find out where the resources such as files and books are located.
- Review your terms and conditions of employment.
- Visit the Ontario Parks website www.OntarioParks.com.

Housekeeping and General Administration items:

- Take a tour of your park or office and find out what facilities are in the area.
- Know the emergency procedures.
- Ensure your computer e-mail account and telephone are set up for you (if applicable).
- Review the park's customer service protocols.
- Ask if there are any access codes (photocopier, entrance door, etc).

Review these Pay and Benefits items:

- Vacation entitlements
- Sick Leave Entitlements
- When and how you are paid
- How to record your attendance (using the Workforce

Information Network (WIN) application, or filling out time sheets)

- Your hours of work, breaks, lunch periods
- Your schedule

Know these Occupational Health & Safety items:

- Review the Ontario Parks Occupational Health and Safety policies, procedures and other direction from the Human Resources Branch.
- Make sure you review any specific direction for your work area, such as safe work procedures for specific tasks.
- Ask your supervisor if you need to be aware of any hazards in the work, including and required personal protective equipment you need to wear, such as a hard hat or safety boots.
- Know how to do your work safely. Ask your manager/supervisor to show you the right way to handle tools and equipment, or how to perform other work activities.

This booklet contains a brief overview of the different legislation, policies and procedures that govern your employment with Ontario Parks, the Ministry of Natural Resources and the Ontario Public Service. You are expected to familiarize yourself with them and abide by them at all times. If you have any questions about how to interpret and understand them, do not hesitate to contact your manager.

What it Means to be an Ontario Public Servant

As an Ontario Parks' employee, you belong to the broader organization called the Ontario Public Service (OPS). As a member of the OPS you are a "public servant" and you have obligations to the people of Ontario.

The OPS mission is to serve the public interest and uphold the public's trust.

- We support the elected government by providing ministers with honest, impartial and objective advice.
- We carry out the decisions and policies of the elected government and administer public services to the highest professional standards.
- We conduct ourselves with integrity.
- We exercise responsible stewardship of public resources and information.
- We fulfil all our duties in accordance with the law, including the Public Service Act of Ontario and in compliance with our Public Service Oath.
- We are accountable for how we fulfil our public service roles.



Our organizational values are:

Trust: We act honourably and honestly in all our relationships with the people we serve and work with and who rely on us. We do our best to keep our commitments and fulfill expectations.

Fairness: We deal with others in an open, impartial and non-discriminatory manner. We ensure that the processes we use and the decisions we make are fair and are seen to be fair.

Diversity: We celebrate our differences and draw on the strengths and capabilities of all of Ontario's communities. We welcome and respect divergent points of view to reform and enlighten us. We depend on and value each other.

Excellence: We strive for – and recognize – competence and excellence. We work hard to provide the best policy advice and the highest quality services that respond to the needs of Ontarians.

Creativity: We create new solutions by listening and learning and by being innovative and open to new ideas and approaches.

Collaboration: We work with team members and colleagues and partners to build consensus, solve problems and share responsibly.

Efficiency: We make careful, prudent and effective use of the hard-earned public dollars, assets and resources entrusted to us.

Responsiveness: We engage our clients, stakeholders, bargaining agents, the general public and our staff to find out how we can do better. We monitor and measure to make sure we are meeting our goals.



Code of Conduct and Ethics

The Ontario Public Service has advanced the following six “fundamental objectives of ethical behaviour” to guide ministries and their employees in their actions and decisions:

Ethical Behaviour: Serve with honesty and integrity, in a manner that places public interest above personal interests.

Prudent & Lawful Use of Public Resources: Use public resources to achieve authorized purposes in accordance with rules and procedures governing their use.

Value for Money: Use public resources with due regard for economy, efficiency and effectiveness.

Quality Service: Deliver affordable, accessible and responsive programs and services to clients and customers.

Fairness and Equity: In administering programs and services and responding to problems, treat the public and employees in an impartial manner.

Openness and Transparency: Provide full disclosure of publicly-accessible information, while in turn respecting statutory, regulatory or administrative rules governing confidentiality and protection of privacy.

The ***Ministry of Natural Resources Code of Conduct and Ethics*** can be found on the MNR Intranet on the Finance and Business Services page

http://documents.mnr.gov.on.ca/Document/View.asp?Attachment_ID=3009

Conflict of Interest

The public is entitled to expect the highest standards of conduct from all individuals who work for the government of Ontario. The Conflict of Interest directive outlines the public service values and standards that will ensure government activities are conducted in an open, fair and transparent manner.

A Conflict of Interest is defined as any situation where an individual's private interests may be incompatible or in conflict with their public service responsibilities. If you have any doubt about a possible conflict of interest, it is your responsibility to ask questions, or request direction by submitting a declaration form to request a decision by the Deputy Minister.

The Conflict of Interest Directive can be found on the MNR Intranet on the Human Resources Policy page.
http://intra.pmed.mbs.gov.on.ca/mbc/pdf/Conflict_of_Interest&Post_Service-Dir.pdf





Freedom of Information and Protection of Privacy Act

In your daily work, you may deal with records that include personal information, third party information and confidential government information. It is your responsibility to be aware of how the Freedom of Information and Protection of Privacy Act applies to that kind of information.

The Act ensures:

- The public has a right of access to information held by institutions, subject to specific exemptions.
- An institution protects any personal information held in its vast array of databases and files.

* If you have any questions, please contact your supervisor.

The ***Freedom of Information & Protection of Privacy Act*** can be found on the MNR Intranet:
<http://mnronline.mnr.gov.on.ca/spectrasites/ias/businessunits/fippa.cfm>

Principles Regarding the Conduct of Public Servants

As an Ontario public servant, you occupy a position of great trust within a democracy. The following principles have been developed for the guidance of all Canadian Public Servants by the Institute of Public Administration of Canada.

Accountability

- Public employees are accountable for the quality of their advice, for carrying out their assigned duties and for achieving policy and program objectives within the framework of law, prevailing constraints, direction from their superiors, and the limits of the authority and resources at their disposal.
- Public employees are accountable on a day-to-day basis to their superiors for their own actions and the actions of their subordinates. However, they owe their primary duty to their political superiors. They are indirectly accountable to the legislature or council and to the public through their political superiors. Public servants also have a responsibility to report any violation of the law to the appropriate authorities.

Service to the Public

- Public employees should provide service to the public in a manner which is courteous, equitable, efficient and effective.
- Public employees should be sensitive and responsive to the changing needs, wishes and rights of the public while respecting the legal and constitutional framework within which service to the public is provided.
- To promote excellence in public service, public employees have a responsibility to maintain and improve their own competence and to assist in enhancing the competence of their colleagues.

The Public Interest

- Public employees should resolve any conflict between their personal or private interests and their official duties in favour of the public interest. Public employees should seek to serve the public interest by upholding both the letter and the spirit of the laws established by the legislature or council and of the regulations and directions made pursuant to these laws.

Political Neutrality

- Public employees should be sensitive to the political process and knowledgeable about the laws and traditions regarding political neutrality that are applicable to their sphere of employment.
- It is the responsibility of public employees to provide forthright and objective advice to, and carry out the directions of, their political superiors.
- Public employees have a duty to carry out government decisions loyally, irrespective of the party or persons in power and irrespective of their personal opinions.

Political Rights

- No employee can engage in political activity in the workplace.
- Employees cannot publicly engage in political activity – such as door-to-door canvassing on behalf of a candidate – while in a work uniform.
- Employees do not have to engage in political activity. The legislation protects employees who decline to be politically active.
- For the most part, unrestricted employees can engage in political activity outside the workplace without restriction. (Some Crown employees in upper-level positions are not allowed to engage in political activity, unless they resign.)

Conflict of Interest

- Public employees should not engage in any business or transaction or have any financial or other personal interest that is— or may appear to be — incompatible with the performance of their official duties.
- While performing their official duties, public employees should not seek personal or private gain by giving preferential treatment to anyone.
- Unless duly authorized, public employees should neither solicit nor accept anything of economic value from anyone with whom they have contact in their official capacity.
- Unless authorized to do so, public employees should not use — or permit the use of — government property of any kind for activities that are not associated with the performance of their official duties.
- Public employees should not seek or obtain personal or private gain from the use of information acquired during the course of their official duties which is not generally available to the public.

Confidentiality

- Public employees should not disclose to any member of the public, either verbally or in writing, any secret or confidential information acquired by virtue of their official position.
- Within the bounds of law and propriety, public employees should be sensitive and responsive to the needs of the public, the news media and legislators for information on — and explanation of — the content and administration of government policies and programs.

Discrimination and Harassment

- All public employees have a duty to treat members of the public and one another fairly and to ensure that their work environment is free from discrimination and harassment.

For more information go to <http://www.ipac.ca/PublicSectorEthics>



Confidentiality of Information

As an OPS employee, you may prepare or handle sensitive information that is confidential to the business of the government. All employees are required to take an Oath of Office and Secrecy, to protect any confidential information under their control or custody from unauthorized disclosure to any person or organization.

Ontario Parks' employees must follow the MNR media protocol, when contacted by media.

Note – An Ontario Parks employee may not grant media interviews about park business or issues, without the expressed consent of his or her manager.

- Interviews should NOT be conducted with major media without prior consultation with the Ontario Parks Manager of Marketing & Communications, or the Public Affairs Coordinator
- Direction may be given to refer certain issues directly to the Minister's office
- Media contact report forms must be completed and sent to the Communications Services Branch and appropriate Ontario Parks personnel, as soon as possible after talking to any media or member of provincial parliament (MPP)

For more information check the Communications Toolbox on the Communication Services Branch Webpage on the MNR Intranet. <http://mnronline.mnr.gov.on.ca/spectrasites/csd/communications/commservices.cfm>

Customer Service and Phone Use

MNR customers are most satisfied when we are “*Responsive and Resourceful*”. Quality Service means treating customers with courtesy and respect, and is founded on the following principles:

- Addressing customer needs with a willingness to help
- Respecting the diversity of our customers
- Delivering consistent service across Ontario
- Meeting or exceeding service standards through timely responses
- Striving for ongoing improvement and commitment

Best Practices for Walk-in Service

- Always make your customers feel comfortable and make their needs your primary focus.
- Be professional whenever you are representing the ministry.
- Acknowledge people with a smile, as soon as they walk in.
- Make sure the visitor is your first priority. Do not perform other work while a visitor is waiting to be served.
- Do not leave a visitor in order to answer the telephone. If you must answer the phone, take a message and return it promptly.
- Your body language is as important as what you say.
- Offer regular visitors the opportunity to make an appointment in future so that you can be better prepared to serve them.





Best Practices for Voice Mail

- Update your recorded message daily.
- When you leave your desk, forward your phone calls to voice mail, so callers will get your greeting immediately.
- When answering a call, identify yourself and your section and/or branch/district
- Adopt a positive attitude and a personal yet professional approach to each call.
- Be concise and provide only pertinent information.
- If you must put a caller on hold, explain why you must do so and ask the caller's permission.
- When forwarding a call to someone else, confirm that the person is available to take the call. If not, ask the caller if s/he would prefer to leave a message on their voice mail or speak to someone else.

Computer Use

If you have access to a computer as part of your job, your computer and email account use is restricted to work-related communication. Even if on a break, personal use of the computers is strictly prohibited.

Users of Ontario Government Information and Information Technology (I&IT) are responsible for:

- using ministry information technology resources and handling personal, confidential and sensitive information according to training provided, their job specifications, agreements, contracts, approved policies and law
- following all security policies and procedures
- reporting security incidents to their managers and others in accordance with law and policy

For more information please refer to the following websites:

I&IT and Workplace Discrimination & Harassment Prevention

(WDHP) Policy on the MNR Intranet on the Human Resources Branch page.

I&IT Security directive

http://intra.pmed.mbs.gov.on.ca/mbc/pdf/I&IT_Security-Dir.pdf?N_ID=6

Security Education and Awareness

[http://intra.ops.myops.gov.on.ca/cms/tiles.nsf/\(vwReadPagesByRefId_Content\)/sec2006.04.27.13.50.07.NWV_page?open](http://intra.ops.myops.gov.on.ca/cms/tiles.nsf/(vwReadPagesByRefId_Content)/sec2006.04.27.13.50.07.NWV_page?open)

Health and Safety

The Ministry of Natural Resources has established a 'Health and Safety Action Plan'. The plan involves a number of measures, including a set of ministry safety policies.

Part of a good safety program is having clear accountabilities and responsibilities in place and communicated to all staff. A safety standard has been approved, which adopts the IRS or 'Internal Responsibility System' and details the expectations and roles of managers, supervisors and workers, with respect to health and safety in the workplace. The IRS promotes the idea that we all have a responsibility for health and safety, including workers, supervisors, and the ministry as the employer.

The IRS is a system within an organization, where everyone has direct responsibility for health and safety as an essential part of his or her job, to the extent of their authority. Each of us must show initiative on health and safety issues and work to solve problems and make improvements in health and safety on an ongoing basis.

Your commitment to working in a safe way is critical to the success of health and safety in the ministry, both for you and your co-workers.

Health & Safety Bulletins and posting can be found in Microsoft Outlook at:
Public Folders/All Public Folders/Natural Resources/Health & Safety/
Technical Bulletin Communications

Performance and Career Management

Goals

Shortly after you start, you should have a discussion with your manager regarding your performance commitments. This initial discussion is essential in knowing, understanding and confirming your manager's expectations of you. A series of goals should be set up with your manager or supervisor for you to accomplish during your term of employment. It is important to read through them initially, and then return to them throughout our working period to assess your progress over the term of your contract. If you are employed for more than 6 months, you are required to develop a Performance Development Plan and a Learning Plan. If you are employed for less than six months, you will receive mid and end of season evaluations from your supervisor.

Performance Development Plan (PDP)

Performance management is a process by which the manager and employee work together on an ongoing basis to:

- Achieve optimum and measurable employee performance
- Meet operational plans and commitments
- Facilitate continuous learning and ensure service improvements

More information on Performance Management and Learning Plans can be found on the MNR Intranet on the Human Resources Branch page. <http://mnronline.mnr.gov.on.ca/spectrasites/csd/hr/humanresources.cfm>

Career Options

The official site for job postings within the Ontario Public Service, including those with Ontario Parks, is the GOjobs website.

<http://www.gojobs.gov.on.ca/Jobs.aspx?Language=English>

On the GOjobs website, you can:

- View job postings from all ministries in the provincial government
- Review the application process and how to apply to specific jobs
- Learn about the many benefits of and what it's like working for the Ontario Public Service

Ontario Parks has a Resume Bank.

<http://www.parkreports.com/jobs/index.php>

On this site you can upload your resume and identify positions you would like to be considered for in the future. Your resume is kept active for eight months. Keep in mind that you are not applying for specific jobs; you are letting the managers know you are interested for future opportunities.





Additional Resources

MNR Orientation

On the MNR Intranet on the Corporate Management Page

Websites

www.mnr.gov.on.ca

www.OntarioParks.com

www.Ontario.ca

MyOPS

intra.myops.gov.on.ca

<http://intra.opsorientation.gov.on.ca/>

<http://www.gojobs.gov.on.ca/Jobs.aspx?Language-English>

