

Village of Orland Park Recreation and Parks Department

Core Value Goals

Safety: *Provide a safe and secure environment within a fun and educational atmosphere.*

- All staff required to stay current on First Aid, CPR, and AED certifications.
- Written and practiced emergency response plans for all buildings and outdoor locations.
- All staff trained to be aware of their surroundings.
- All buildings, equipment, and parks are free of hazards and maintained on regular schedule.

Excellence: *Make every effort to meet and exceed the needs and expectations of our community in a consistently welcoming environment.*

- Staff efforts are 110% at all times.
- Recognize achievements of staff and reward accomplishments. i.e. Above and Beyond Awards, Employee of the quarter award.
- Continuous improvements of programs and events.
- Continually train staff in customer service excellence.

Recreate: *Offer fulfilling experiences that create moments of enjoyment.*

- Seek diverse opportunities to meet the needs/wants of the Orland Park community.
- Maximize participation levels thru comprehensive marketing.
- Offer recreational opportunities which serve all age groups in sufficient quantity.

Value: *Commit to challenge ourselves to deliver the highest quality programs, parks & services to our community.*

- Dedicate ourselves to the highest levels of professionalism, and professional development to ensure the greatest ability to deliver high quality recreational opportunities.
- Ensure fees are equitable, fair and affordable to all participants while still covering program expenses.
- Challenge our premises, practices and methods. Develop new strategies which lead to constant/consistent improvement. Hold ourselves accountable.
- Challenge ourselves to not make decisions based on assumptions.
 - Embrace change! Break the box!

Integrity: *Achieve a high level of ethical standards by ensuring that all community members are treated equally in respect to programs, facilities, and services.*

- Clearly communicate policies and expectations of classes, programs and facilities and apply uniformly.
- Adhere to the greatest extent that all facilities are ADA accessible.
- Provide inclusion opportunities for all programs.
- Hold staff to high ethical standards and be accountable for their actions.

Cultural: *Promote and support cultural and fine arts programming and events within the community.*

(Identify, Seek, Educate, Provide, Promote)

- Identify and support cultural interests in the community
- Seek out cultural and fine art experiences to bring to the community.
- Educate the community on arts by providing opportunities to experience cultural and fine art programming.

- Enhance appreciation of the arts by exposure to a variety of programming and create sensitivity to all cultures through art.

Environment: *Preserve, maintain, and enhance green space and outdoor recreational areas by encouraging and promoting responsible community use.*

- Provide recycling receptacles and garbage cans in all parks and outdoor spaces.
- Post signage to encourage safe, responsible use of parks and green spaces.
- Create a sense of pride within the staff so that they are motivated to keep the parks and outdoor spaces clean and all equipment is in proper working order.
- Encourage “green” efforts by promoting this through all publications of the Recreation Department.
- Actively seek new “green” opportunities.